



**Post:** Information Assistant  
**Reference:** 8059  
**Band:** Support  
**Department:** Operations and Visitor Services  
**Contract:** Fixed Term, one month (1 – 31 August 2008)  
**Reporting to:** Information and Security Supervisor  
**Location:** Albert Dock, Liverpool

## **Background**

The aim of Tate is to increase public awareness, understanding and appreciation of British art from the 16<sup>th</sup> century to the present day, and of international modern and contemporary art.

Tate Liverpool is located on the Albert Dock in Liverpool and opened in 1988. Tate Liverpool is one of the largest galleries of modern art in the UK outside of London. Tate Liverpool shows the Tate Collection of modern art in new and innovative ways alongside ambitious special exhibitions. We are committed to developing new audiences from across the North West and beyond and maximising income to enable us to continue to develop services and programmes for the widest range of participants. Tate Liverpool is currently delivering an exciting programme for 2008, Liverpool's European Capital of Culture year.

The Operations & Visitor Services department is responsible for managing and supporting the areas of visitor care, security, building and estates services; human resources; and finance.

You can find further information about Tate on our website: [www.tate.org.uk](http://www.tate.org.uk)

## **Purpose of the Job**

Information Assistants work within a large team and are the first point of contact for our visitors, welcoming them and enhancing their visit by providing high standards of visitor care and information about the gallery, our exhibitions and events. The team is also responsible for the security of works of art, the building and its contents, visitors and staff.

## **Main Activities/Responsibilities**

- To provide a high quality of customer service to all visitors to the Gallery, answering enquiries and providing information to visitors about works on display.
- To provide an appropriate welcome to all visitors, creating a positive impression of Tate and greeting visitors in a friendly and professional manner.
- To promote Tate Liverpool exhibitions, events and the Tate Membership scheme to visitors.
- To actively listen and respond to visitors' needs with empathy and patience.

- To undertake invigilation duty, ensuring the safety and security of artworks on display, the building, staff and visitors.
- To patrol public areas of the building, reacting to and reporting incidents, as necessary. Information Assistants can also be required to monitor non-public areas, on occasion.
- To enforce Gallery rules and regulations as and when required.
- To assist in the clearance of the Gallery at closing time and during an evacuation procedure.
- To undertake cloakroom duties, monitor and operate CCTV screens, radios and other security equipment.
- To report any breach of security and other incidents (eg damage to fire safety equipment, unattended bags, etc.) to a Supervisor.
- To maintain contact with Supervisors (and other staff), seeking advice, passing on information, etc.
- To feed back information to exhibitions curators and Supervisors on initial impressions and public responses to the changing programme of exhibitions.
- To ensure that dress standard reflects a first-class service image in the work area and that the uniform provided is worn when on duty.

## **Person Specification**

### **Essential**

- Previous experience of working in a customer services or security environment.
- Excellent verbal communication skills and the ability to communicate effectively with a wide range of people.
- Flexible approach to work, including availability to work evenings within our seven day roster.
- Proven ability to work effectively as part of a team.
- Commitment to providing high quality visitor/customer care, welcoming visitors and listening and responding to their needs with empathy.
- The ability to remain calm in difficult situations.
- Reliable, responsible and trustworthy. (All offers of employment at Tate are subject to satisfactory completion of a Security Vetting Process).
- Have an interest in art and/or the work of Tate.

### **Desirable**

- An interest in and enthusiasm for 20<sup>th</sup> century and/or contemporary art.
- The ability to converse in another European language.

## **Pay and Benefits**

### **Type of Contract**

This appointment is offered on a fixed-term contract of one month, 1 – 31 August 2008.

## Working Hours

Normal working hours for this post are 17.5 hours per week, to be worked over 5 days per week, Tuesday to Saturday. The normal daily starting time is 1730 hours and the daily finishing time is 2100 hours. To meet the needs of the service the post-holder will be required to work regularly on Saturdays.

We will consider applications from those candidates looking to work fewer hours per week.

## Salary

This post is graded in the Support Band of Tate's Pay Bands which is as follows:

<b>Minimum</b>	+1	+2	+3	<b>Ceiling</b>
£12,700	£13,100	£13,700	£14,700	£15,280

An appointment to this post will be made at £6,174 per annum (ie pro rata to the full-time equivalent of £12,700 per annum) for those working 17.5 hours per week. The salary will be pro rata for those working fewer hours per week.

A review of pay is undertaken annually at Tate through negotiation with the recognised trade unions. Any increases to individual salaries, will be subject to the terms of Tate's annual pay settlement and will be applied from 1 April.

As part of the pay negotiations for the pay award payable from 1 April 2008, we will be undertaking a review of the current pay bands and progression arrangements. In the interim we will continue to use the existing scales for setting starting salaries for new staff and adjusting salaries for existing staff. We will communicate any changes to staff as they are agreed.

## Annual Leave

Annual leave is 12 working days per annum (ie pro rata to the full-time entitlement of 25 working days per year) for those working 17.5 hours per week. The entitlement will be pro rata for those working fewer hours per week.

## Pension Benefits

An important part of the pay and reward package Tate offers employees is the option to join the Civil Service Pension arrangements. These arrangements offer a choice of two types of pension:

- **nuvos**. This is a high quality, index-linked defined benefit occupational pension scheme that currently has a 3.5% member contribution rate. As your employer we meet the rest of the cost of the scheme.
- **partnership** pension account. This is a stakeholder pension with a contribution from ourselves. How much we pay is based on your age. We pay this regardless of whether you choose to contribute anything. You do not have to contribute but, if you do, we will also match your contributions up to 3% of your pensionable earnings. The contributions are in addition to the age-related contribution mentioned above.

If you have previously worked for an employer who participated in the Civil Service Pension scheme different conditions may apply.

### **Other Discretionary Benefits**

- Interest-free Season Ticket Loan.
- Free entry to paying exhibitions at Tate Galleries. Opportunities for family and friends to visit the major exhibitions out-of-hours.
- Discounts in the Tate Restaurants and Cafes and on items purchased in the Tate Bookshops.
- Free access to a number of other galleries and museums throughout the UK on production of a valid staff pass.

### **Selection**

Completed application forms should be returned to:

**Recruitment Manager**

**Reference: 8059**

**Tate Liverpool**

**Albert Dock**

**Liverpool**

**L3 4BB**

In view of the increasing postal costs and our constant need to make the best possible use of our resources it is our policy to write only to those people who are invited for interview. I am sure that you will appreciate the need for this. If you would like confirmation of receipt of your application, please enclose a stamped addressed postcard. If you do not receive an invitation to interview by 16 July 2008, regrettably, you should assume that you have not been successful on this occasion.

The closing date for the return of completed application forms is **Thursday 10 July 2008 by 5.00pm**. Interviews will be held on **Wednesday 16 July 2008**.

*Our jobs are like our galleries, open to all.*