



**Job Title:** Head of HR Operations  
**Department:** Human Resources  
**Contract:** Permanent  
**Salary:** £60,000 per annum  
**Hours:** 36 hours per week  
**Location:** Millbank, London  
**Reporting to:** People Director

## Background

Tate's vision is to serve as artistically adventurous and culturally inclusive art museums for the UK and the world. We deliver this through activities in our four galleries across the UK (Tate Liverpool, Tate St Ives, Tate Britain and Tate Modern), our digital platforms and collaborations with our national and international partners. At the heart of Tate is our collection of art, which includes British art from the 16th century to the present day, and international modern art from 1900 to the present day.

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

## Purpose of the role

To deliver a first-class HR operational service to Tate Gallery managing all operational processes including running monthly payroll, pensions administration and managing the Learning and Development function.

## About your team

Our team of experienced HR professionals are committed to providing a high quality, innovative service to all employees in line with HR best practice, relevant legislation, government guidance and Tate's values.

We are a creative and forward-thinking team who are committed to enabling people to thrive and reach their full potential at work.

We are passionate about building an inclusive culture at Tate that encourages, supports and celebrates the diverse voices of our employees.

## What will you do

- Act as an exemplary leader to direct reports and ensure all payroll actions and HR compliance is carried out in an accurate and timely manner and this element of the People department runs optimally.
- Work collaboratively with the HRBP team to ensure operational compliance.

- Agree priorities and objectives with team members that are both achievable whilst stretching individuals. Track and measure performance against objectives, as a team and individually.
- Develop the knowledge, expertise and confidence of the team through one-to-one coaching, identifying learning and development needs and provision of appropriate formal and informal learning opportunities.
- Develop and deliver initiatives to improve the efficiency and effectiveness of the recruitment and HR operations service, including increasing the automation of transactional activities and streamlining processes, working in collaboration with colleagues across the team.
- Ensure an optimum relationship with the account manager at Zellis and ensure the HR team use Resourcelink to its maximum capacity.
- Identify and implement software solutions to modernise HR operations to eliminate paper as far as possible.
- Support the People Director to keep Tate's Employee Handbook and content of the Human Resources intranet site up-to-date. Oversee the review process and share across the team.
- Support the People Director in developing, monitoring and managing (and if necessary, reforecasting) the Human Resources operational budgets in conjunction with the Head of HR Business Partners. This will include:
  - The recruitment budget
  - The internship programme budget
- Maintain an overview of Tate's strategy and objectives and be proactive in supporting their achievement through the HR Operations service. Work collaboratively with colleagues in the People Team on the People Strategy and Plan, actively participate in the review and setting of the annual plan and priorities.
- To create and maintain relationships throughout Tate, which enable us to successfully meet customer needs and anticipate issues and demand.
- Actively contribute towards our ambition to provide an outstanding HR service.

### **Administration Responsibilities**

- Ensure that Tate's people policies and practices are consistent with employment law, Human Resources best practice, any relevant DCMS/Cabinet Office governance requirements and consistent with achieving Tate's overall objectives.
- Maintain and proactively develop all the HR processes (in line with the above) that underpin the delivery of the HR service at Tate and ensure that these are efficient and fit for purpose.
- Ensure that Tate's pension scheme arrangements are administered in line with the rules of the Civil Service Pension Scheme
- Work with external payroll bureau to run accurate monthly payroll
- Work with the HR Systems and Data Manager and the Payroll Consultant to ensure that the data held within Tate's HR/Payroll database, is accurate and up to date.
- Assist the HR Systems and Data Manager and the Payroll Consultant on an ad hoc basis, compiling reports and making system changes, as required by key stakeholders.

- Negotiate and manage contracts with external agencies providing services on behalf of the team, which include: Tate's Payroll Bureau, Pension Administrators, Applicant Tracking System and DBS provider, Recruitment platforms and Tate's Temporary Staffing preferred supplier list. The post holder will also re-tender these contracts where appropriate.

### **Recruitment Responsibilities**

- Support the HRBP team to develop and implement the resourcing strand of Tate's People Strategy.
- Work closely with the HR Operations Advisor and the HR Systems & Data Manager to continually develop ATS and ensure it supports our attraction, recruitment and onboarding needs. Specifically, evaluating and analysing data held on recruitment campaigns to improve our recruitment decisions, research, contributing to initiatives and embedding these into Tate's day to day practices.
- Support the Business Partnering Team with ad hoc work permit/visa queries and the issuing of Certificates of Sponsorship from departments
- Ensure the quality, accuracy and consistency of communications relating to recruitment including our working at Tate pages, our social media pages (e.g. LinkedIn and Glassdoor), posting of adverts, job descriptions, offer letters etc.
- Support the COO and Director of People with Safeguarding, including updating the policy in line with legislation/organisational changes and agreed actions.
- Ensure that all candidates who have disclosed a criminal conviction and who have been flagged as a risk within the assessment are fairly and proactively communicated with and any issues resolved.
- Ensure that Tate are fully DBS compliant overseeing the renewal of employee DBS checks.
- Provide a regular proactive analysis of relevant internal and external data to inform future activity across attraction, recruitment and selection.

### **Managerial Responsibilities**

- Proactively manage the motivation and performance of the Systems & Data Manager, the Payroll Consultant, the HR Operations Advisor, Work Based Learning Manager and Learning and Development Team, ensuring that they are performing optimally.
- Contribute fully to the induction of new team members and give ongoing support and guidance to new team members across the People Department to develop their knowledge and skills and ability to provide effective support to stakeholder managers.
- Undertake formal review processes with direct reports to guide their performance and career progression through the organisation.
- You will take overall responsibility for audits within department including implementation of recommendations
- Deputise for the People Director when appropriate.

### **Teamwork**

- Work as a team with all members of the People Team, supporting and helping each other to live by our departmental mission statements, continuously working

towards our departmental objectives and striving to achieve the agreed service standards.

- Work constructively and proactively with all the managers within the organisation establishing trust and credibility between the People department and all other areas of the business.

## What you will bring to the team

- CIPD qualified, level 7 preferred, or able to demonstrate an equivalent level of knowledge and skills gained through experience.
- Well-developed and broad ranging HR operational experience in an organisation of comparable scale and complexity with experience of operating at both a strategic and operational level.
- Experience and understanding of Learning and Development and Organisational Development function.
- Able to demonstrate an up-to-date working knowledge of current employment law and HR best practice.
- Demonstrable experience of working at a managerial level with specific experience in delivering payroll and pension services, preferably MyCSP.
- Experienced recruiter, committed to principles of inclusive recruitment and helping Tate move towards a more diverse workforce that reflects the UK's population.
- Numerate, with proven ability to manage a budget including, planning, forecasting and monitoring spend.
- Commercially minded, experience of tendering work and leading successful negotiations to ensure value for money and demonstrable returns on investment.
- Understand the principles of diversity and inclusion and the ability to apply and promote these in practice at work.
- Evidence led, proven experience of maximising people data to identify trends and support good decision making.
- Demonstrable ability to analyse issues and look at situations from more than one perspective, effectively assess risks when making decisions and use discretion and judgement when dealing with sensitive issues.
- Articulate and able to communicate clearly and confidently both in one-to-one and group situations.
- Excellent written communication skills with the ability to convey information clearly and concisely, and in a way that is accessible to a diverse range of people.
- Demonstrable ability to use a range of influencing styles to build trust with line managers and develop effective working relationships with employees at all levels within the organisation.
- Excellent organisational skills - able to prioritise a wide range and high volume of activities and use available resources to ensure tasks are completed to deadline.
- A mutually supportive and collaborative leadership style.
- High degree of computer literacy – experience of at least one HRIS, strong Excel skills.
- Enthusiastic in nature and willingness to contribute to the development of the department.

- Ability to work collaboratively within a diverse team and treat all colleagues with dignity and respect, developing effective working relationships with a wide range of people.

## Tate for all

### Diversity and Inclusion

Our jobs are like our galleries, open to all.

Our aim is to become a truly inclusive organisation with a workforce and audience as diverse as the communities we serve. This is fundamental to Tate's future success and our ability to continue to contribute to culture and society in the UK.

We want our workforce to be more representative of all sections of society at all levels in the organisation. The range of perspectives and experience diversity brings is an asset to our organisation and we want to create an inclusive, welcoming environment for visitors, artists and all those who work at Tate. Tate expects all employees to contribute to this aim as part of their role. More information about diversity and inclusion at Tate can be found on our [website](#).

### Benefits

- Interest-free Season Ticket Loan.
- Cycle to Work scheme – enabling you to buy a bike in a tax efficient way, for travelling to and from work.
- Rental deposit scheme – an interest free advance to help towards the cost of a deposit for privately rented accommodation
- Subsidised staff catering arrangements and discounts in the Tate Restaurants and Cafes.
- Access to Tate Benefits which offers access to discounts in high street stores.
- Access to a 24/7 Employee Assistance Programme to support you with any work, personal or family issues. This includes telephone-based support, as well as comprehensive online resources.
- Free entry to paying exhibitions at Tate Galleries. Opportunities for family and friends to visit the major exhibitions out-of-hours.
- Discounts on items purchased in the Tate shops.
- Free access to a number of other galleries and museums throughout the UK on production of a valid staff pass.

### Safer Recruitment

Tate is committed to providing a safe environment for all those who work at Tate and all those who come into contact with Tate as visitors to the galleries, as participants in Tate activities, and online. The safe recruitment of all those who undertake work on behalf of Tate is the first step to ensuring that we are fulfilling this commitment.

All positions at Tate are offered subject to the following conditions:

- Receipt of satisfactory references covering the last 3 years of your employment or education.
- Health clearance
- A satisfactory Disclosure Check.

- Proof that you are legally entitled to work in the UK

You can find out more information about our pre-employment checks and what they mean for you in our 'Guidance Notes for Applicants' document.

## How to apply

Our opportunities are open for you to apply online. Please visit:

[www.tate.org.uk/about/workingattate/](http://www.tate.org.uk/about/workingattate/) to create an account by registering your details or, if you are an existing user, log into your account.

For all opportunities we ask candidates to complete an online application form for the vacancy they are interested in. If you need an application form in an alternative format please call us on 020 7887 4997. Once you have submitted your application you can keep track of its progress by logging into your account.

The closing date for the submission of completed application forms is **Thursday 3 December 2020 by midnight.**

