

## CULTURE FOR A CHANGING CITY



### Job Description Box Office Assistant

<b>Role:</b>	Box Office Assistant
<b>Salary:</b>	£9.25 per hour
<b>Location:</b>	Rich Mix, 35-47 Bethnal Green Road, E1 6LA
<b>Position reports to:</b>	Box Office Senior Supervisor
<b>Contract:</b>	This is a casual position with a zero hour contract. Each shift you work will be a minimum of 4 hours
<b>Deadline:</b>	Monday 11th February

Rich Mix is a dynamic arts centre and creative hub in the heart of London's East End. We connect the city's most adventurous and diverse audiences to some of the most vital, exciting and authentic new art being made today.

Rooted in the city but open to the world, we champion diversity in everything we do. Our melting-pot programme covers every genre imaginable – from live music, theatre, dance and visual art in our performance and exhibition spaces to new cinema across our three-screens. Proudly mixing the local with the global, we invite the best emerging and established artists, performers and musicians to present new work that speaks vividly and honestly of the joys, challenges and realities of life in the 21st century.

Our diversity extends beyond our daily and nightly events programme. A Shoreditch landmark, our building provides a permanent home for some of the city's most exciting creative enterprises. And through our learning and participation programmes, we bring young people and others from east London and beyond into close, direct and often life-changing contact with the arts.

Open since 2006, we're a charity. As an independent not-for-profit organisation, all of our net profits go back into supporting our mission: Inspiring the communities of the world who live in London to come together to make, debate and experience art and culture that gets to the heart of life today.

[www.richmix.org.uk](http://www.richmix.org.uk) | @RichMixLondon

### Role Overview

Rich Mix's Box Office and Marketing teams work to build brand awareness, drive attendance and increase sales (tickets and private hires) across the entire organisation. This includes our: Live Events Programme; Cinema Programme; Learning and Participation Programme; Development Scheme (inc. Membership); Visitor Services; Private Hires; and Business Tenants.

The purpose of this role is to help deliver the sales, ticketing and reception operation here at Rich Mix, delivering the highest level of customer service possible to all those that interact with or visit us.

Applicants should be committed to providing a warm and friendly service to all our patrons, and upselling tickets, events, donations and memberships. The successful candidate will be an ambassador for Rich Mix, and will also provide a reception function to the resident organisations that are based in our building.

**WE ARE A CHARITY. ALL OUR PROFIT SERVES OUR MISSION.**

**Key responsibilities:**

- To provide exceptional customer service, presenting Rich Mix in a positive and favourable manner at all times on our busy welcome desk.
- Deliver quality experience and services whilst selling tickets on behalf of Rich Mix and for any partner organisations for which Rich Mix acts as an agent.
- Identify and act on appropriate opportunities to proactively promote relevant offers, memberships and donations drives to our visitors.
- Deal with enquiries over the telephone, in person and in writing; where necessary, update other members of staff or teams about relevant customer correspondences.
- To ensure the box office database is accurately maintained, performing regular checks and cleaning as necessary.
- Ensure the smooth flow of internal communication between the box office and other departments.
- Ensure data protection policies are upheld.
- To undertake any other reasonable duties as required by the management team.

**Person Specification:**

- Strong customer service skills, good face-to-face communication, a positive attitude and strong sense of commitment and drive.
- Ability to problem solve and use initiative.
- Proactive and positive approach to getting things done.
- Basic cash-handling skills and experience.
- Good computer literacy.
- Excellent organisational skills.
- The ability to stay calm and work well under pressure.
- An interest in the arts and a willingness to develop a detailed understanding of the work we do here at Rich Mix.

**Desirable**

- Box office experience.
- Experience of using a computerised ticketing or other booking system.
- Customer service training.
- Experience of working in an arts venue.

***NB.*** This job description is a guide to the nature of the work required of this position. It is neither wholly comprehensive nor restrictive and does not form part of the contract of employment. Rich Mix's Executive Team reserves the right to make any changes in-line with the future development of the organisation, after any changes have been discussed with the post-holder.

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