

JOB DESCRIPTION – Box Office Assistant

Job title	Box Office Assistant
Salary	£9.25 per hour
Location	Rich Mix at 35-47 Bethnal Green Road, London E1 6LA
Position reports to	Box Office Senior Supervisor
Contract type / Hours	This is a casual position with a zero hour contract. Each shift you work will be a minimum of 4 hours.
Deadline	Tuesday 27 August, 12pm

ABOUT RICH MIX

Rich Mix is a dynamic arts centre and creative hub in the heart of Shoreditch in east London. Launched in 2006, we connect some of the city's most adventurous and diverse audiences to a vital, exciting and ambitious programme of contemporary culture. This wide-ranging programme consists of around 500 events every year and includes live music, performance, dance and visual culture as well as new release studio and independent cinema across our three-screens. And through our learning and participation programmes, we develop and facilitate the creative potential of young people and wide-ranging communities from across east London.

Our diversity extends beyond our daily programme of events. A Shoreditch landmark, our building provides a home for some of the city's most socially progressive and innovative creative businesses with currently 25 organisations housing more than 200 people.

Our operational model is anchored by an income portfolio which includes sales of cinema tickets, space hire and lease rentals to creative and cultural businesses, with 80% of our turnover generated from earned income. Net profits created through these trading activities are ploughed back into the charitable foundation to support our broader artistic and learning and engagement programmes and the overall running of the building. We're a National Portfolio Organisation of Arts Council England and their investment allows us to broaden the scope, scale and ambition as well as the diversity of our programme.

This is an exciting time to join Rich Mix as an ambitious plan to develop the building is now underway. We hope to announce the details of this later on this year.

richmix.org.uk / [@RichMixLondon](https://www.instagram.com/RichMixLondon)

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RICH MIX CULTURAL FOUNDATION
A company limited by guarantee / Registered in England & Wales
Company Number: 4293133 / Charity Number: 1089163
Registered address: 35-47 Bethnal Green Road, London E1 6LA



PURPOSE OF THE ROLE

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

The purpose of this role 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 or visit us.

This role will provide a warm and friendly service to all our patrons, upselling tickets, events, donations and memberships. This role will be an ambassador of Rich Mix and will also provide a reception function for our resident organisations that are based in the building.

We actively encourage people from a variety of backgrounds with different experiences, skills and perspectives to join us and influence and develop our working culture. We are particularly keen to hear from people of colour and candidates who self-identify as disabled.

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 exceptional experiences and services whilst selling tickets on behalf of Rich Mix and for any organisation for which Rich Mix acts as an agent.
- Identify and act on appropriate opportunities to proactively promote relevant offers, memberships and donations asks of our visitors.
- Deal with enquiries over the telephone, in person, in writing and where necessary feedback and communicate these to other members of team.
- 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.

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- To undertake any other reasonable duties as required by the management team.

PERSON SPECIFICATION

SKILLS, KNOWLEDGE & EXPERIENCE

- Strong customer service skills with good face to face communication, positive attitude and obvious 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.

PLEASE NOTE

This job description is not exhaustive and additions may be required in line with future changes in organisation requirements. If significant changes are identified by the job holder, these should be raised with the line manager.

HOW TO APPLY

Please send your CV with a covering letter (max 2 pages of A4) explaining how you meet the requirements of the role and the person specification to Joanne Williams, Executive Coordinator, at recruitment@richmix.org.uk.

Please also include the names of two referees, one of which should be your current or most recent employer.

Please ensure you include 'Application: Box Office Assistant' in the subject heading of your email.

Application deadline: **Tuesday 27 Aug, 2019, 12pm**
Interviews: **w/c 2 Sep 2019**

-ENDS-

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