

## JOB DESCRIPTION – Visitor Services Assistant

<b>Job title</b>	Visitor Services Assistant
<b>Rate of pay</b>	£11.49 per hour
<b>Location</b>	Rich Mix, 35-47 Bethnal Green Road, London E1 6LA
<b>Reports to</b>	Visitor Services Manager – working under daily supervision of Duty Managers
<b>Contract type</b>	Zero hours
<b>Hours</b>	Each shift you work will be a minimum of 4 hours. Hours to be worked will usually be scheduled between operating hours (08:00-00:00), although there will be occasional earlier starts and later finishes according to the needs of the operation.
<b>Annual leave</b>	Your annual leave entitlement will be 12.07% of all hours worked and this will be expressed in hours
<b>Probation period</b>	60 shifts
<b>Notice period</b>	One months' notice in writing on either side on successful completion of probation
<b>Start date</b>	September 2023
<b>Deadline for applications</b>	12pm midday, Thursday 24 August 2023
<b>Interview period</b>	29 August – 1 September 2023 – Group interview

## 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.

Our wide-ranging programme consists of around 400 events every year and includes live music, performance, dance, spoken word, theatre and exhibitions as well as new release studio and independent cinema across our three screens. Through our Creative Engagement 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 more than 20 resident organisations employing more than 200 people.

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We are a National Portfolio Organisation of Arts Council England, and its investment allows us to broaden the scope, scale and ambition as well as the diversity of our programme.

Our business model, which we are rebuilding, generates around 80% of our annual turnover through cinema ticket sales, space hire, tenancies to creative, and charitable organisations, and bar revenue.

In February 2022, we completed the first phase of our capital project plans, Reimagining Rich Mix, delivering a revitalised first floor which includes a new Cinema Bar, artist green room, exhibition space and Creative Engagement space. The second phase of the project, which looks to increase our accessibility and improve our welcome, is due to start in late 2023.

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

## PURPOSE OF THE ROLE

Our team of **Visitor Services Assistants** work in a variety of roles to provide excellent customer service to all visitors to Rich Mix, ensuring people feel well looked after and leave with positive memories. They ensure health and safety procedures are followed to secure the safety of all staff and visitors. They use their excellent product knowledge and fabulous personalities to drive sales of drinks and merchandise and encourage donations by promoting the charitable work of Rich Mix.

## KEY RELATIONSHIPS

**Visitor Services Assistants** work with the wider team at Rich Mix to ensure the successful running of the operation, particularly:

- Visitor Services Manager
- Duty Managers
- Box Office Manager
- Visitors Services Assistants, Box Office Assistants, Duty Technicians
- Events Assistant

## KEY RESPONSIBILITIES

### Customer Service

- Provide excellent customer service to all visitors to Rich Mix and create a friendly and welcoming atmosphere in the building.

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- Dress appropriately and be presentable at all times (fully black clothing is required when working on certain events).
- Maintain high levels of knowledge of our programme and products in order to inform visitors to the building.
- Deal with any customer enquiries courteously and competently.
- To work as a bartender and sell alcohol according to the terms of Rich Mix's premises licence and age verification policy.
- To usher performances or screenings in order to check tickets and ensure the safety of patrons.
- To work as a building host to welcome customers in the foyer, provide directions and information and ensure compliance with Rich Mix health and safety procedures.
- To work alongside our creative engagement team to assist in the delivery of family and community events.
- To work as event staff for private hire events.
- To work as a cloakroom attendant.
- Help to ensure all Rich Mix public areas are kept tidy and take pride in the appearance of all areas of the building.
- Ensure bars remain fully stocked and well-presented.
- Set up furniture and catering for events.
- Sell merchandise at performances and events as required.
- Prepare/reset the auditoria or screens between performances including picking up rubbish and vacuuming.

## Health, Safety and Security

- Be responsible for accurately conducting emergency and evacuation procedures when on duty.
- Be continually vigilant and uphold Rich Mix's health, safety and security procedures to ensure the safety of cash, stock, assets, visitors and employees at all times.
- Ensure that all Rich Mix health and safety policies are adhered to.
- Take action to report or rectify any health and safety or security concerns.
- Ensure compliance with the venue's premises licence.
- Ensure cleaning tasks and daily checklists are completed accurately.
- Ensure lost property items are logged correctly and given to the box office team.
- Take care to use equipment in accordance with its intended use to prevent injury or damage to Rich Mix property.
- Return any keys, access passes and radios to the Duty Manager after each shift.

## General

- Participate in training, briefings and meetings as required to ensure a full understanding of events, services and products available at Rich Mix.
- Be responsible for accurate stock handling and reporting of wastage.
- Carry out regular screen checks in the Cinema to prevent piracy and ensure consistent sound quality, picture quality and ambience is maintained.
- Undertake any other duties commensurate with the status of the role and in keeping with its overall purpose.
- If desired, Box Office Assistant training can be provided in order to increase the number and variety of shifts available.

## PERSON SPECIFICATION

### Essential skills, knowledge and experience

- A positive attitude and a proactive approach to getting things done.
- Ability to problem solve and use initiative.
- The ability to stay calm and work well under pressure.
- A team player with the ability to work collaboratively.
- A genuine passion for the arts and a keen interest in the work, mission, vision and values of Rich Mix.
- An understanding of the importance of inclusion and diversity in the workplace.
- An understanding of the importance of working in an environmentally sustainable manner.

### Desirable skills, knowledge and experience

- Strong customer service skills with good face to face communication.
- Basic cash-handling skills and experience.
- Previous experience of bar work or similar.
- Previous experience as an usher or similar.

## PLEASE NOTE

This job description reflects the requirements of Rich Mix in August 2023. The role and duties of the post are subject to change in line with future development of the organisation. Rich Mix reserves the right to make such changes as are necessary after any changes required have been discussed with the post-holder.

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RICHMIX.ORG.UK  
@RICHMIXLONDON

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## HOW TO APPLY

Please complete an **Application Form** and **Equal Opportunities Monitoring Form** and send to the following email address [recruitment@richmix.org.uk](mailto:recruitment@richmix.org.uk) by 12 noon on Thursday 24 August 2023.

Please ensure you include '[Your first name] [Your surname] Application: Visitor Services Assistant' in the subject heading of your email. Please include your name in the filename of your attachments and ensure that your attached files are in PDF or Word format.

There is no need to send a CV, cover letter or other supporting documents.

Please note that your Equal Opportunities Monitoring form is not shared with the hiring panel.

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.

If you would like this form in a different format, please contact [recruitment@richmix.org.uk](mailto:recruitment@richmix.org.uk).

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RICH MIX CULTURAL FOUNDATION  
A company limited by guarantee / Registered in England & Wales  
Company Number: 4293133 / Charity Number: 1089163  
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