

## JOB DESCRIPTION – Duty Technician

Job title	Duty Technician
Rate of pay	£11.82 per hour
Location	Rich Mix, 35-47 Bethnal Green Road, London E1 6LA
Line managed by	Head of Events and Production
Reports to	Technical Coordinator
Contract type	This is a casual position with a zero hour contract.
Hours	Each shift you work will be a minimum of 4 hours. Flexible hours to support the operation of Rich Mix, including evenings, weekends, Bank Holidays as requested.
Annual Leave	Your annual leave entitlement will be 12.07% of all hours worked and this will be expressed in hours.
Probation Period	60 shifts
Notice Period	Notice must be given in writing: 1 week during the probation period and 4 weeks thereafter.
Deadline for applications	12pm midday on 22 October 2021
Interview period	26 – 28 October 2021

## ABOUT RICH MIX

Rich Mix is a dynamic arts centre and creative hub in the heart of east London. Launched in 2006 in the borough of Tower Hamlets, 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 500 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 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.

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.

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Prior to the COVID-19 pandemic we generated around 80% of our annual turnover through cinema ticket sales, space hire, tenancies to creative and cultural businesses, and bar revenue. Following the impact of the pandemic and restrictions relating to indoor activity, we reopened from May 2021 with a reduced cinema programme, private hires and learning and participation programme in line with social distancing requirements. Elements of our live programme recommenced in June 2021 and we are now gradually bringing back a full programme which we expect to be in place from early 2022. We will continue to monitor guidance from the government regarding home-working and live indoor performances. The building is open to our residents. Office based staff are currently working both remotely and in the building.

[richmix.org.uk](http://richmix.org.uk) / [@richmixlondon](https://twitter.com/richmixlondon)

## PURPOSE OF THE ROLE

We are currently recruiting for Duty Technicians with a specialism in Sound and/or Digital Streaming.

The Duty Technician will work as part of the Technical team to undertake all basic aspects of live technical and digital film presentation, including set up, preparation, rehearsal, screening and derigs, to ensure the smooth running of the live and cinema programme and private hires. They also work with our Visitor Services team to provide a warm and friendly service to all visitors to Rich Mix, ensuring people feel well looked after and leave with positive memories.

The postholder will have a specialism in at least one area of technical work: Sound, Lighting, Digital Streaming, or Cinema Digital Projection, and will undertake all aspects of technical requirements in their specialist area, beyond the basic aspects outlined here.

Training will be provided to bring all Duty Technicians up to a basic understanding and operation in non-specialist areas.

## GENERAL RESPONSIBILITIES

- Provide technical assistance to live programming, private hires, and events in the cinema, including but not limited to music gigs, conferences, presentation, premieres, Q&As and festivals.
- Set up, operate, and maintain lighting, sound and AV equipment as required.
- Provide exceptional levels of customer service to all visitors to Rich Mix and create a friendly and welcoming atmosphere in the building.
- Effectively troubleshoot problems that may arise with equipment or content.
- Help to ensure all Rich Mix public and backstage technical areas are kept tidy and take pride in the appearance of all areas of the building.

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- Support the Visitor Services Team to prepare all spaces for performances including picking up rubbish and logging any lost property items.
- On occasion, support the Visitor Services Team to usher the spaces and ensure customers have a valid ticket. Remain in post as required to ensure the safety of customers.
- Work together with the Duty Managers in the event of an emergency e.g. evacuation of the venue, backstage areas etc.
- Support the Duty Manager with locking up the building at the end of the evening, as required, and remain with them until they leave to avoid lone working.
- Ensure adequate heating, ventilation, sound and lighting levels are maintained within all performance spaces, the auditorium and projection booths.
- Keep up to date in the field through ongoing training and networking with others.
- Ensure Rich Mix's policies as outlined in the Staff Handbook, including Equal Opportunities and Diversity and Environmental Policies, are implemented and reflected in all aspects of your work.
- Undertake any other duties commensurate with the status of the role and in keeping with its overall purpose.

## SPECIALISM RESPONSIBILITIES

### Sound

- Maintain all sound equipment.
- Understand, programme and operate the sound equipment (Soundcraft Vi1 and the Roland M400 sound desk.)
- Understand briefs and make helpful suggestions if possible and appropriate.
- Understand how to set up a stage and backline from a stage plan.
- Liaise with departments, and other technicians, as well as with the floor manager and producer.

### Lighting

- Maintain all lighting equipment, including annual cleaning.
- Understand, programme and operate the lighting equipment (Avolites tiger touch 2 and ETC element 60 lighting desk).
- Rig and derig all spaces as required.
- Check the focusing of lighting at rehearsals.
- Understand how to set up a lighting plan ahead of time for any upcoming shows.
- Liaise with departments, and other technicians, as well as with the floor manager and producer.



## Digital Streaming

- Maintain live streaming package equipment
- Administrate live streamed content for live, private hires and cinema, utilising relevant software (WireCast Pro (PC))
- Liaise with the Marketing and Communication Team, including the Digital Marketing Officer, to ensure all live streamed content meets brand standards and brief.
- Work with the marketing team to ensure smooth transition of footage to the relevant content platform.
- Liaise with teams, and other technicians, as well as with the floor manager and producer.

## Projection

- Maintain projection and cinema equipment.
- Ensure optimal image and sound quality of all public and private cinema screenings.
- Provide effective administration of cinema content, including but not limited to film transport and logistics, KDM logistics and building digital CPLs.
- Present a strong working knowledge of Doremi digital cinema software.
- Understand, programme and operate ScreenWriter and DCPoMatic.

## PERSON SPECIFICATION

### Essential skills, knowledge, and experience

- Minimum two years' experience in at least one specialist technical area.
- Minimum one year's experience of live sound, lighting and event work, and/or cinema digital film projection.
- Strong working knowledge of audio-visual systems and an ability to troubleshoot.
- Strong working knowledge of Health and Safety regulations in a performing arts context.
- Proven knowledge of using basic IT software and systems.
- Resilient, able to maintain consistent performance under pressure and to make controlled responses to demanding situations.
- A positive and can-do attitude, keen to use your own initiative in a vibrant arts environment.
- Strong customer service skills with good face to face communication, positive attitude, being both polite, patient, and good humoured.
- Ability to work independently and remotely as required.
- A team player with the ability to work collaboratively.
- Organised, with the ability to prioritise workload effectively and work to deadlines.
- A genuine passion for the arts and a keen interest in the work, mission, vision and values of Rich Mix.

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- Understanding of the importance of inclusion and diversity in the workplace.
- Understanding of the importance of working in an environmentally sustainable manner.

### Desirable skills, knowledge, and experience

- Experience of DCP creation.
- Fluency in the Adobe suite of programmes.
- Experience of sound engineering and/or film post-production.
- Knowledge of theatrical lighting systems.
- Experience of working with corporate clients.
- Experience of working in more than one venue.

### PLEASE NOTE

This job description reflects the requirements of Rich Mix in September 2021. The role and duties of the post are subject to change in line with the 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.

### HOW TO APPLY

Please complete an Application Form and an Equal Opportunities Monitoring Form and send both to Joanne Williams, Executive Coordinator, at [recruitment@richmix.org.uk](mailto:recruitment@richmix.org.uk) by 22 October 2021 at 12pm midday.

Please specify if you are applying for the 'Duty Tech – Sound' or 'Duty Tech - Digital Streaming' role. Please ensure you include '[Your first name] [Your surname]: Duty Technician - (Sound and/or Digital Streaming)' in the email subject line. Please include your name in the filename of your application attachment 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 in a different format, please contact [recruitment@richmix.org.uk](mailto:recruitment@richmix.org.uk).

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