

## JOB DESCRIPTION – Box Office Assistant

Job title	Box Office Assistant
Rate of pay	£11.25 per hour
Location	Rich Mix at 35-47 Bethnal Green Road, London E1 6LA
Position reports to	Box Office Manager
Contract type	Zero hours
Hours	Each shift you work will be a minimum of 4 hours. Hours to be worked between operating hours (08:00-00:00).
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	One month's notice in writing on either side.
Start date	February 2023
Deadline for applications	Midday, Wednesday 1 February 2023
Interview date	Week beginning 6 February 2023

## 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 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 more than 20 resident organisations employing 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. Prior to the COVID-19 pandemic we generated around 80% of our annual turnover through cinema ticket sales, space hire, tenancies to creative, and charitable organisations, and bar

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revenue. Rich Mix was successful in securing funding from Arts Council England's Emergency Fund and DCMS Cultural Recovery Funds to support its activities through the pandemic.

With the ending of restrictions on indoor activity, Rich Mix re-opened fully in January 2022 with the launch of our Live programme, Re-Rooted, a programme of music, spoken word, talks, visual art and more, running until end June 2022. New season planning is currently underway. A full Cinema programme of blockbusters, independent films and film festivals is running alongside a wide-ranging Creative Engagement programme.

We also completed the first phase of our capital project plans funded by the Mayor of London's Good Growth Fund. Our revitalised first floor includes a Cinema Bar, artist green room, exhibition space and Creative Engagement space which opened in February 2022.

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

## PURPOSE OF THE ROLE

Rich Mix's Box Office and Marketing and Communications teams work to build brand awareness, drive attendance and sales, and develop audiences across the entire organisation, including Live Events, Cinema, Learning & Participation, Fundraising, Membership, Private Hires, Tenancies and Bars.

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

The **Box Office Assistant** will provide a warm and friendly service to all our visitors, selling tickets, events, donations and memberships. They will be an ambassador of Rich Mix and provide a reception function for our resident organisations that are based in the building.

## KEY RESPONSIBILITIES

- 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.

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- Ensure the smooth flow of internal communication between the box office and other departments.
- Ensure GDPR and data protection policies are upheld.
- 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.
- Attend team meetings as required.
- If desired, training can be provided in Visitor Services, our front-of-house bar and usher team, to increase the number and variety of shifts.
- Undertake any other duties commensurate with the status of the role and in keeping with its overall purpose.

## PERSON SPECIFICATION

### Essential skills, knowledge and 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
- A genuine passion for the arts, live events and cinema and a keen interest in the work, mission, vision and values of Rich Mix
- 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 using Spektrix ticketing system

## PLEASE NOTE

This job description reflects the requirements of Rich Mix in January 2023. The role and duties of the post are subject to change and 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.



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## HOW TO APPLY

Please complete an **Application Form** and an **Equal Opportunities Monitoring Form** send to [recruitment@richmix.org.uk](mailto:recruitment@richmix.org.uk) by Wednesday 1 February at 12pm midday. Please ensure you include '[Your first name] [Your surname]: **Box Office Assistant**' in the 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.

Applications will be reviewed on a rolling basis, and we encourage you to apply as soon as you are able.

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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