

## JOB DESCRIPTION – Duty Manager

Job title	Duty Manager
Rate of pay	£11.59 per hour
Location	Rich Mix, 35-47 Bethnal Green Road, London E1 6LA
Line managed by	Visitor Services Manager
Contract type	This is a casual position with a zero-hour contract.
Hours	Duty Managers are typically scheduled to work 8.5 hours shifts within operating hours 08:00-00:00 Mon-Sun. However, there are occasional earlier starts and later finishes according to the needs of the operation. Each shift you work will be a minimum of 4 hours.
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 Monday 15 November 2021
Interview period	w/c 22 November 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

The **Duty Manager** will motivate and lead the Visitor Services team in order to deliver excellent customer service. While on shift, the **Duty Manager** has overall responsibility for ensuring the health and safety of staff and visitors to the venue. They also ensure the smooth running of the whole operation and accurate completion of daily reporting. This is an excellent opportunity for someone looking to build a career in operations, customer service or venue management.

## KEY RELATIONSHIPS

The Duty Manager will work alongside the wider team at Rich Mix to ensure the successful running of the operation, particularly:

- Head of Cinema and Operations
- Visitor Services Manager
- Head of Events and Production
- Duty Managers and Box Office Manager
- Visitors Services Assistants, Box Office Assistants and Duty Technicians
- Events Coordinator, Programme Producer

## KEY RESPONSIBILITIES

### Customer Service

- Deliver an excellent customer experience for all residents and visitors to Rich Mix.
- Resolve customer concerns and escalate where appropriate.
- Work across departments including Programming, Marketing, Technical and Private Hires teams in order to deliver events to the required standard.

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- Represent Rich Mix and its values at all times, ensuring visitors feel welcome and secure.
- Actively ensure the public spaces are presented to a high standard and toilets are tidy and fully stocked. Setup and reset spaces to a consistent standard.
- Ensure a full range of products is offered on each of the bars and that these are attractively displayed, notifying the Visitor Services Manager of any shortages.
- Be knowledgeable about and promote Rich Mix's programme, offers and charitable work and find ways to communicate offers/promotions to the whole team.
- Carry out an effective handover with colleagues to enable a consistent service to be maintained.
- Collect audience feedback and monitoring data as required to aid performance analysis, marketing activities and Arts Council England reporting. Encourage visitor feedback by directing customers to the available feedback channels.

## Health and Safety

- 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.
- Be fully appraised of Rich Mix's Covid-19 procedures and uphold these at all times.
- Take action to rectify or mitigate any health and safety concerns.
- Ensure compliance with the venue's Premises Licence and Planning Permission requirements.
- Ensure that activities in the building operate within their agreed risk assessment and that the maximum capacity of each space is not exceeded.
- Ensure that all Duty Manager daily tasks are completed accurately and the task list is signed off.
- Ensure consistent and accurate reporting of incidents, accidents and maintenance issues in compliance with data protection legislation and Rich Mix's Health and Safety Policy.
- Follow opening and closing checklists to open and lock up securely

## Supervision of Staff

- Be a role model to the team, including by demonstrating exemplary standards of customer service.
- Ensure staff members are deployed effectively across the building and bar areas so that staffing is adequate for the levels of activity in each area.
- Provide a clear briefing to Visitor Services staff and security personnel on all relevant activities and daily operational requirements.
- Communicate all tasks clearly with staff to ensure they understand what is required.

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- Support the Visitor Services Manager in maximising the performance of all employees through team work, motivation and performance management.
- Support the Visitor Services Manager in the training and development of Rich Mix Visitor Services staff.
- Communicate with other Duty Managers to ensure the management team has a consistent approach to supervising staff.
- Complete staff feedback report.
- Report sickness, lateness and other attendance issues to the Visitor Services Manager.

## General

- Complete an End of Day report detailing information about the day's activity and income.
- Complete opening and closing safe counts accurately and report any discrepancies.
- Cash up daily takings and investigate any discrepancies.
- Ensure movements of stock are recorded correctly through the till system.
- 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.
- 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

- Experience of supervising a team of more than five staff.
- Previous responsibility for upholding the Health and Safety policy of a venue.
- Strong numeracy, IT and communication skills.
- Experience of cash handling.
- Ability to take responsibility and prioritise workload effectively.
- Ability to make decisions and perform well under pressure.
- Ability to work well under own initiative.
- An interest in venue operations.
- Experience delivering excellent customer service.
- A positive and flexible approach to work.
- Polite, patient and good humoured.
- 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

- Holds a valid First Aid certificate.
- Holds a valid Food and Safety Hygiene Level 2 certificate.
- Holds a valid SIA licence.
- Holds a valid Fire Marshall certificate.
- Previous experience working in a bar or arts venue.
- Previous experience of running corporate hires.
- Previous experience of using Artifax event management software.
- Previous experience of using Spektrix ticketing system.

### PLEASE NOTE

This job description reflects the requirements of Rich Mix in October 2021. The role and duties of the post are subject to change as the arts sector emerges from the impact of the pandemic and in line with evolving government regulations affecting our operations. 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 **Equal Opportunities Monitoring Form** and send to Joanne Williams, Executive Coordinator, at [recruitment@richmix.org.uk](mailto:recruitment@richmix.org.uk) by 12 noon on 15 November 2021.

Please ensure you include '[Your first name] [Your surname] **Application: Duty Manager**' in the subject heading of your email. 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.



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contact [recruitment@richmix.org.uk](mailto:recruitment@richmix.org.uk).

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