

## JOB DESCRIPTION – Workspaces & Office Manager

Job title	Workspaces & Office Manager
Salary	£28,000 – £32,000 per annum (dependent on experience)
Location	Rich Mix, 35-47 Bethnal Green Road, London E1 6LA
Line managed by	CEO
Contract type	Permanent
Hours	35 hours (1.0 FTE) per week excluding one-hour unpaid lunch per day. Some flexible working required, to include evenings and weekend events out of office hours.
Annual leave	25 days plus 8 bank holidays per annum, both pro rata
Probation period	3 months
Start date	Immediate July/August 2022
Notice period	2 months' notice in writing on either side on successful completion of probation
Deadline for applications	9am, Wed 29 Jun 2022
Interview period	w/c 4 Jul 2022

## 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.

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.

**WE ARE A CHARITY. ALL OUR PROFIT SERVES OUR MISSION.**

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



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LONDON, E1 6LA

020 7613 7490  
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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 charitable organisations, and bar 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. Autumn 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](https://richmix.org.uk) / @RichMixLondon

## PURPOSE OF THE ROLE

The **Workspaces & Office Manager** oversees the effective operations, communication and smooth running of the one of Rich Mix's core business area: the tenanted workspaces. They play a key role managing lease negotiations, with support from Rich Mix's external solicitors, and work closely with the CEO and Head of Finance managing the budget and securing tenants (residents) for this major income stream. They are integral in the development of a creative community in the building, and manage all communications with residents, ensuring positive relationships and smooth operations with our 25+ resident organisations. Our residents comprise a mix of charity and commercial organisations, from theatre production and contemporary art to music education and lighting design, making our building a vital resource in the local cultural ecology. Find out more about our current residents via our website (<https://richmix.org.uk/residents/>).

They have responsibility for the smooth running of the Rich Mix office and are a key liaison between the multiple departments of the organisation, across Operations, Building and Finance.

This is an excellent opportunity for someone establishing a career in general management or venue management.

## KEY RELATIONSHIPS

- CEO – line manager and lead decision maker on tenancy agreements
- External solicitors – lead on finalising tenancy agreements
- Finance Team – monitoring of tenancy income, business rates, and annual service charge
- Executive Team – support administrative processes
- Building and Facilities Officer and Operations and Box Office teams – lead on building health and safety, maintenance, security
- Duty Managers – colleagues in charge of the daily running of the building
- Marketing team – lead on workspace marketing
- IT consultant – agency providing IT support

## KEY RESPONSIBILITIES

### Workspaces, Tenants and Relationships

- Manage relationships and establish effective communication channels with current and prospective workspace tenants (residents) including, but not limited to, negotiation of rental rates and lease terms and conditions, responding to enquires and problem solving, sending regular communications, and supporting the development of a creative community within the building, in conjunction with the CEO.
- Be the principal contact with Rich Mix external solicitors, liaising with them on the preparation of leases, tenancy at-will agreements and other contracts and ensuring effective communication with residents on all legal matters.
- Manage the occupancy and income target for tenancies by setting and tracking workspace rental rates, keeping in mind Rich Mix's strategic use of tenanted workspaces to benefit artistic, cultural, and local communities.
- Provide the Finance Team with monthly financial information for invoicing and work closely with the Head of Finance in projecting annual income targets.
- Be the first port-of-call for all resident building or service queries, working closely with the Building, Operations and Box Office Teams.
- Organise and conduct workspace tours for prospective residents.
- Manage the efficient and timely administration of workspace and tenant records, including signed agreements, contact and location lists, and maintain the storage and organisation of workspace keys.
- Prepare reports on workspaces for Rich Mix's Board and management teams.
- Liaising with the Building and Operations and other teams, maintain and update the Resident Handbook, ensuring compliance with Fire, Health & Safety legislation and best practice.
- Liaise with external letting agents as required.

- Liaise with Tower Hamlets business rates teams as required, in conjunction with the Finance Officer.
- Liaise with the Marketing team to promote the activities of resident organisations and support external communications plans regarding workspace availability, contributing creative ideas and market research where appropriate.
- Co-ordinate and chair quarterly resident meetings and networking/social events on an ad hoc basis.

## Office Management

- Oversee the smooth running of the Rich Mix office on a day-to-day basis including the ordering of stationery, maintenance of office equipment (printers and photocopiers) and management of post.
- Manage and administrate the regular meeting schedule for Board, team and managers, and oversee the weekly office staff rota, ensuring effective communication across the team.
- Attend and minute the quarterly Board meetings, in discussion with the Executive team.
- Devise and implement processes to improve the efficiency of Rich Mix's admin systems.
- Organise inductions of new staff members, liaising with managers as appropriate.
- Co-ordinate the effective resourcing and maintenance of all Rich Mix IT systems and hardware, software and phones, overseeing the work of the external IT consultant.

## General

- Attend internal meetings and take minutes or notes as required
- Attend a range of Rich Mix events
- Ensure Rich Mix's policies as outlined in the Staff Handbook, including Equal Opportunities & Diversity and Environmental Policies, are implemented and reflected in all aspects of the work
- 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

- At least two years' experience in an administrative role, based in an office or venue.
- Excellent communication skills, both verbal and written, and the ability to relate well to a wide range of people.
- Proven skills in stakeholder management and negotiation.
- A highly organised and self-motivated individual with excellent administrative skills with experience of developing and maintaining systems.
- Excellent numeracy and IT skills, especially in Microsoft Office (Excel, Outlook, Word, OneDrive, Teams, SharePoint).



- Excellent attention to detail and the ability to read and interpret complex documents.
- Proven experience of budget management and planning.
- A team player with the ability to work collaboratively.
- The ability to manage competing priorities, work to deadlines and perform well under pressure.
- A personable individual with a positive can-do attitude and a flexible approach.
- Discretion when handling confidential information.
- A genuine passion for the arts and a keen interest in the work, vision, mission, and values of Rich Mix.
- Understanding of the importance of inclusion and diversity.
- Understanding of the importance of working in an environmentally sustainable manner.

### Desirable skills knowledge, and experience

- Experience of working in a multi-arts venue.
- Experience of working with commercial clients.
- Experience of working at a venue with tenanted workspaces.
- Experience of minute-taking.
- Experience of working on legal documents and lease negotiations.

## PLEASE NOTE

This job description reflects the requirements of Rich Mix in June 2022. 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) Wednesday 29 June at 9am . Please ensure you include '[Your first name] [Your surname]: Workspaces and Office Manager' in the subject line.

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



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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).

-END-