

RICH MIX



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**ARTS COUNCIL
ENGLAND**



VISITOR SERVICES ASSISTANT

RECRUITMENT PACK | JUL 2025

JOB DESCRIPTION

JOB TITLE | Visitor Services Assistant

SALARY | £13.15 per hour

LOCATION | Rich Mix, 35-47 Bethnal Green Road, London E1 6LA

LINE MANAGED BY | Operations Manager – working under daily supervision of Duty Managers

CONTRACT TIME | Full Time, permanent

HOURS | Zero hours contract. Each shift you work will be a minimum of 4 hours. Hours to be worked will usually be scheduled between operating hours (07:30-00:00), although there will be occasional earlier starts and later finishes according to the needs of the operation.

ANNUAL LEAVE | Your annual leave entitlement will be 12.07% of all hours worked – this will be expressed in hours

PROBATION PERIOD | Three months

NOTICE PERIOD | Two months' notice in writing on either side on successful completion of probation.

START DATE | August / September 2025. A condition of employment is that you must be available to attend an induction session on one of the following dates:

Wednesday 20 August 10am-5pm

Monday 8 September 10am-5pm

Monday 29 September 10am-5pm

CLOSING DATE | 12pm on Tuesday 5 August 2025

INTERVIEW DATE | Week commencing 11 August 2025



WHO WE ARE



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 300 events every year and focuses on music and a live events programme including spoken word, contemporary performance, cabaret, comedy and visual art as well as new release studio and independent cinema and film festivals 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 (ACE) and its investment allows us to broaden the scope, scale and ambition as well as the diversity of our artistic and creative engagement programmes.

Our business model balances income from trading activities such as cinema ticket sales, private hires and bar revenue with our tenancy income, and grants from ACE, Trusts and Foundations and corporates which support our mission to welcome the communities of the world in East London to create, enjoy and share culture.

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 Global Majority candidates and candidates who self-identify as Disabled.

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 RESPONSIBILITIES

CUSTOMER SERVICE

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

KEY RESPONSIBILITIES

- 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

- Strong customer service skills with good face to face communication.
- 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

- Basic cash-handling skills and experience.
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- Previous experience of bar work or similar.
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- Previous experience as an usher or similar.

Please note this job description reflects the requirements of Rich Mix in July 2025. 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 our online Application Form.

CLOSING DATE | 12pm, Tuesday 5 August 2025

INTERVIEWS | Week commencing 11 August 2025

If you would like to apply in a different format, please contact recruitment@richmix.org.uk to arrange this.

DATA PROTECTION NOTICE

Equal Opportunities Monitoring forms are not shared with the hiring panel and are kept securely and only used for aggregated and anonymised reporting.

By applying for this role you consent to Rich Mix processing any personal data you include within your application. All personal data submitted will be processed and stored in accordance with the requirements of the UK Data Protection Act 2018.





GET IN TOUCH

For more information or to have an informal chat about the role, or apply in a different format, please email recruitment@richmix.org.uk

PHOTOGRAPHY CREDITS

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RICHMIX.ORG.UK



@richmixlondon