

RICH MIX



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**ARTS COUNCIL
ENGLAND**

TECHNICAL MANAGER

RECRUITMENT PACK | DECEMBER 2025

JOB DESCRIPTION

JOB TITLE | Technical Manager

SALARY | £33,000 - £35,000 depending on experience

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

LINE MANAGED BY | Head of Cinema and Operations

CONTRACT TIME | Full Time, permanent

HOURS | 35 hours (1.0 FTE) per week (excludes 1 hour lunch break)

Due to the nature of this role evening and weekend work will be required.

ANNUAL LEAVE | 25 days per annum, rising by one day per year to a maximum of 30 days.
Plus bank holidays.

PROBATION PERIOD | 3 months

NOTICE PERIOD | 3 months

CLOSING DATE | 4pm on Friday 16 January 2026

INTERVIEW DATE | w/c 26 January 2026



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.

Launched in 2006, we offer a wide-ranging programme, encompassing music, performance, spoken word, and exhibitions, alongside mainstream releases, festivals and independent film across our three cinema screens. We believe in the power of creativity to transform lives, and through our Creative Engagement programmes, we develop and facilitate the creative potential of young people and wide-ranging communities from across East London.

Our commitment to diversity extends beyond our daily programme. A Shoreditch landmark, our building provides a home for more than 20 of the city's most socially progressive and innovative creative businesses, employing over 200 people.

Rich Mix has recently undergone an exciting period of organisational change, revitalising our vision with a renewed focus on music and film. This strategic shift will allow us to strengthen our offer, deepen our engagement with audiences, and further establish ourselves as a leading destination for these art forms.

As a National Portfolio Organisation of Arts Council England, we value their investment, which enables us to expand the scope, scale, and ambition of our programme. We are committed to growing a sustainable business model, building upon our current success with diverse income streams, including cinema and programme ticket sales, space hire, grants and donations, tenancies and bar revenue. This diversified approach, alongside ACE funding, will ensure our continued and expanding contribution to the cultural landscape of East London.

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.

richmix.org.uk / @RichMixLondon

PURPOSE OF THE ROLE

The Technical Manager will work across the whole organisation, with responsibility for the management of all technical aspects of Rich Mix's programme, activities and facilities. The role incorporates technical management for our three cinemas and our live events programme as well as supporting private hires, corporate clients and creative engagement events. They will also oversee and support the technical aspects of building operations. The role has overall responsibility for the technical budget, including staffing and the management and day to day supervision of two Senior Technicians and a team of casual technicians.

The Technical Manager is an integral role within the Rich Mix Management Team. We are looking for a strong leader with a mixture of practical technical skills and experience across sound, lighting and visuals. You will be able to lead and inspire a team and work collaboratively with other managers across the organisation to deliver our vibrant and eclectic programme.

You will be both office based and front facing, able to be hands on and work events when required; provide advice and expertise on current and new technical equipment; have an awareness of best practice in terms of health and safety and the ability to build and maintain strong client and stakeholder relationships. You will also have strong administrative skills, experience of budget management and excellent written and verbal communication.

You will be based at Rich Mix and will be required to be onsite for the majority of your working hours. Due to the nature of our business, evening and weekend work will be an essential part of this role so you will need to be able to commit to a flexible working pattern.



KEY RESPONSIBILITIES

MANAGEMENT

- Line manage one Senior Technician and all casual technicians, overseeing their work and offering advice and support when needed.
- Oversee the rotas for all technical staff to ensure all activity is adequately staffed and supported and kept within budget.
- Ensure the technical team is represented at the weekly Events meeting to support the planning and scheduling of staff for events.
- Be responsible for communicating the technical requirements of all events to the technical team and the wider Rich Mix team when necessary, to ensure that the artist's/client's needs are met, and events can be delivered smoothly and efficiently.
- Ensure the technical team's skills, training, and knowledge of equipment and systems is kept up to date, and departmental process are efficient and maintained, conducting regular training and refresher sessions.
- Follow Rich Mix's management processes (eg annual leave, sick leave, appraisals) to ensure consistency across the whole organisation.

HEALTH AND SAFETY

- Ensure the safe running of all technical activity at Rich Mix, plus any offsite activity from time to time.
- Implement and maintain the Codes of Safe Working Practice, training the team and monitoring the performance of employees during their implementation of these codes.
- Ensure suitable and sufficient method statements and risk assessments are provided and reviewed from a technical perspective as necessary, to ensure that events are managed safely in compliance with Health and Safety and fire regulations, licencing restrictions, and Rich Mix's policies.
- 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.
- Be responsible, while on duty, for the Fire Management and Emergency Evacuation procedure for the building.
- Provide support for Duty Managers when required, to manage staff, events and public.

FINANCE AND MANAGEMENT

- Plan and manage the technical department's annual budget in consultation with the CEO and the Head of Finance.
- Keep full and accurate track of your activity and any budget spend (staffing and equipment) providing monthly reports to the Head of Finance.
- Provide recommendations to the Executive Team to ensure Rich Mix's technical offer stays up-to-date, and the department can function professionally and efficiently.

EQUIPMENT AND IT

- Liaise with the IT consultant on auditing IT and technical assets, reporting WIFI or network issues and maintenance to the IT consultant and assisting in the practical elements of any cable or network installation.
- Keep abreast of latest technical equipment and solutions for event delivery in both live events and cinema.

KEY RESPONSIBILITIES

ADMINISTRATION AND DELIVERY

- Support Private Hires, Programming and Cinema to plan and deliver all activities effectively.
- Oversee liaison on technical issues with partners and clients and ensure that responses are managed effectively by the Senior Technicians, supporting where necessary.
- Work as the operational technician on events as required. This includes, but is not limited to, rigging/derigging and operating lighting, sound and AV equipment.
- Administrate, oversee and ensure a smooth and effective process from event confirmation, through to delivery of technical aspects on the day.
- Have oversight of technical information on Artifax and ensure it is up to date and accurate for all event activity.
- Meet with clients/artists to discuss and test technical aspects of any activity in the building and ensure all technical and production activity is properly risk assessed.
- Oversee the support for all live streaming and digital production, including client/partner liaison, maintaining, and advising on equipment, and liaising with the marketing team for streaming on Rich Mix channels.
- Strive for excellent customer service, both on email and in person, looking for proactive solutions.

MAINTENANCE

- Manage and maintain technical equipment and resources across the building, and identify opportunities for improvement, upgrades and cost saving measures where appropriate.
- Be responsible for the annual servicing of all equipment, logging, recording and reporting technical maintenance issues to the wider team.
- Order and oversee installation of new technical equipment as and when required.
- Maintain relationships with current technical suppliers and stakeholders, and source new suppliers and contractors as required, ensuring the best possible deals for equipment hires and purchases.
- Support the CEO and the Operations team in the management and delivery of Capital projects.

GENERAL

- Attend a range of Rich Mix events and maintain a good working knowledge of the programme.
- Attend and contribute to general meetings when required.
- Represent Rich Mix at networking and fundraising events.
- Ensure Rich Mix's policies as outlined in the Staff Handbook, including Health and Safety, Equal Opportunities & 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.

PERSON SPECIFICATION

ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE

- Previous experience as a Technical Manager or Deputy in an arts venue.
- Good all-round hands on technical skills across lighting, sound, cinema and audio-visual with the ability to operate and supervise / train others.
- Ability to lead and motivate a team.
- A team player with the ability to work collaboratively and delegate where appropriate.
- Excellent written and verbal communication with the ability to be flexible, respond to a range of customer service scenarios and deliver the highest possible service to internal and external partners.
- A working knowledge of Artifax Event (customer relationship management system).
- Experience of technical operations for high pressure, live events activity.
- Experience of working with commercial clients on corporate event delivery.
- Knowledge of cinema formatting and distribution.
- Ability to manage competing priorities and tight deadlines.
- Excellent IT skills, especially using Microsoft Outlook, Word and Excel.
- A passion for music and film and a keen interest in the work of Rich Mix.
- Understanding of the importance of inclusion and diversity.
- Understanding of the importance of environmental sustainability and working in a sustainable manner.

Please note this job description reflects the requirements of Rich Mix in October 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 | 4pm, Friday 16 January 2026

INTERVIEWS | w/c 26 January 2026

If you would like to have an informal chat about this role, or 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 please email recruitment@richmix.org.uk

PHOTOGRAPHY CREDITS

Bettina Adela, Craig Gibson & Emma Jones

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