

RICH MIX



Supported using public funding by
**ARTS COUNCIL
ENGLAND**

TECHNICAL MANAGER

RECRUITMENT PACK | FEB 2026

JOB DESCRIPTION

JOB TITLE | Technical Manager

SALARY | £35,000–£38,000 per annum dependent on experience

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

LINE MANAGED BY | Head of Programme

CONTRACT TIME | Full Time, permanent

HOURS | 35 hours (1.0 FTE) per week (excludes one hour lunch break)
Some flexible working required to include evenings and weekend events out of office hours.

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

PROBATION PERIOD | Three months

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

CLOSING DATE | 12pm on Tuesday 10 March 2026

INTERVIEW DATE | Week commencing 16 March 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 revitalised 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](https://twitter.com/RichMixLondon)

PURPOSE OF THE ROLE

The **Technical Manager** is a leadership role within Rich Mix, with a primary focus on people management and the delivery of high-quality live music events.

Working across the whole organisation, they will oversee the technical department to ensure that Rich Mix's live music, cinema, and events programmes are delivered safely, professionally, and to an exceptional standard.

This role places strong emphasis on managing teams, planning and resourcing complex live music activity, and building effective relationships with artists, promoters, and commercial clients.

The Technical Manager holds overall responsibility for the technical department's staffing, budgets, systems, and working practices, line managing Senior Technicians and casual staff, and playing a key role in the wider Rich Mix Management Team.

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 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

- 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.
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- 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.
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- Provide clear leadership and direction to the technical department, creating a positive, inclusive, and high-performing team culture.
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- Line manage Senior Technicians and oversee all casual technical staff, including recruitment, induction, performance management, appraisals, and professional development.
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- Plan, manage, and approve technical staffing rotas, ensuring appropriate skill mix, coverage, and budget control.
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- Act as the senior technical representative at internal planning meetings.
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- Ensure consistent departmental processes, documentation, and communication.
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- Mentor and support staff to develop confidence in live music production and event delivery.

Health and Safety

- Ensure the safe running of all technical activity at Rich Mix, plus any offsite activity from time to time.
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- Implement and maintain the Codes of Safe Working Practice, training the team and monitoring the performance of employees during their implementation of these codes.
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- 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.
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- 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.
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- Be responsible, while on duty, for the Fire Management and Emergency Evacuation procedure for the building
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- Provide support for Duty Managers when required, to manage staff, events and public.

Finance and Budget Management

- Plan and manage the technical department's annual budget in consultation with the CEO and the Head of Finance.
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- Keep full and accurate track of your activity and any budget spend (staffing and equipment) providing monthly reports to the Head of Finance
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- 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.

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 Technician, 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.
- Oversee and manage all digital content that is delivered for main features and cinema hires.

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.

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

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, Equality, Diversity and Inclusion, 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

- Good all-round hands on technical skills across lighting, sound, cinema and audio-visual with the ability to operate and supervise / train others.
- Excellent written and verbal communication with the ability to be flexible and respond to a range of customer service scenarios and deliver the highest possible service to internal and external partners
- Experience of technical operation for high pressure, live events activity
- Excellent IT skills, especially using Microsoft Outlook, Word and Excel
- Understanding of the importance of inclusion and diversity
- Understanding of the importance of environmental sustainability and working in a sustainable manner.
- Significant management experience within a live events or music venue.
- Proven experience leading technical teams.
- Strong background in live music production.
- Ability to lead calmly in high-pressure environments.
- Excellent communication and people management skills.

DESIRABLE SKILLS, KNOWLEDGE AND EXPERIENCE

- Experience in a multi-artform venue.
- Knowledge of cinema formatting and distribution.
- Experience managing freelance and casual teams.
- Knowledge of cinema or AV environments.

Please note this job description reflects the requirements of Rich Mix in February 2026. 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 10 March 2026

INTERVIEWS | Week commencing 16 March 2026

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.



RICH MIX

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

Bettina Adela, Craig Gibson & Emma Jones

RICHMIX.ORG.UK



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