

RICH MIX



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

WELCOME TEAM ASSISTANT

RECRUITMENT PACK | JAN 2026

JOB DESCRIPTION

JOB TITLE | Welcome Team Assistant

SALARY | £13.15 per hour

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

LINE MANAGED BY | Welcome Team Manager

CONTRACT TYPE | Zero hours

HOURS | Variable. Typically scheduled for 8.5 hour shifts within operating hours (7.30am-12am, Mon-Sun). Each shift you work will be a minimum of four hours.

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

PROBATION PERIOD | Three months

NOTICE PERIOD | One month's notice in writing on either side on successful completion of probation.

START DATE | As soon as possible

INTERVIEW DATE | Rolling; early application encouraged



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, our programme encompasses music, 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

Rich Mix's Welcome and Marketing and Communications teams work to build brand awareness, drive attendance and sales, and develop audiences across the entire organisation, including live events, cinema, learning and participation, fundraising, membership, private hires, tenancies and bars.

The Welcome Team are the first point of contact for people visiting or working at Rich Mix, acting as reception, stage door and box office for all.

The **Welcome Team Assistant** will provide a warm and friendly service to all our resident organisations and visitors, selling tickets, events, donations and memberships. They will be an ambassador of Rich Mix and provide a reception function for our resident organisations that are based in the building.

This is a multi-skilled front-line role that includes sales and data management, looking after the health, safety and welfare of staff, visitors and audiences.



KEY RESPONSIBILITIES

WELCOME TEAM

- Provide exceptional customer service at the welcome desk, creating memorable first impressions that reflect Rich Mix's creative and community-focused ethos.
- Sell tickets, promote the Rich Mix programme, and proactively offer relevant promotions, memberships, and donation opportunities to visitors.
- Field queries about Creative Engagement opportunities (workshops, clubs, etc.)
- Handle enquiries via phone, in person, and in writing, ensuring effective communication and feedback with relevant team members.
- Maintain and regularly update the box office database, ensuring accuracy and GDPR compliance.
- Facilitate smooth internal communication between the Welcome Team and other departments.
- Support with administrative tasks such as cashing up, sorting post, and liaising with staff or resident organisations regarding deliveries.

VENUE SUPPORT

- Manage building access and coordinate information flow to ensure smooth operations.
- Monitor arrivals and exits of visitors and resident organisations via the main entrance and service yard.
- Liaise with on-site security teams during large events and festivals to support smooth coordination.
- Assist Duty Managers and Technical teams with communications, safety alerts, access requests.
- Conduct fire marshal duties, maintenance checks, accessibility improvements.
- Complete End of Day reports, manage Lost and Found, coordinate visitor queries.
- Attend meetings and share updates and feedback with wider organisation.

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.

OPTIONAL

- Receive training in Visitor Services (bar and usher roles) to expand shift opportunities.

PERSON SPECIFICATION

SKILLS, KNOWLEDGE AND EXPERIENCE

- Excellent customer service skills with strong face-to-face communication and positive attitude
- Problem-solving ability and proactive approach to resolving issues independently
- Excellent IT skills and proficiency in Excel. Experience using Spektrix or other ticketing systems is an advantage
- Ability to work calmly under pressure and maintain professionalism during busy periods
- Genuine passion for arts, live events, and cinema with interest in Rich Mix's mission and values
- Understanding of and commitment to inclusion and diversity principles and their application in the workplace
- Understanding of and commitment to environmental sustainability and sustainable working practices
- Flexibility to work evenings and weekends as required

This job description reflects the requirements of Rich Mix in January 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 | Rolling; early application encouraged
INTERVIEWS | Rolling

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 please email recruitment@richmix.org.uk

PHOTOGRAPHY CREDITS

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@richmixlondon