

RICH MIX



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

WELFARE AND SECURITY OFFICER

RECRUITMENT PACK | MAR 2026

JOB DESCRIPTION

JOB TITLE | Welfare and Security Officer

SALARY | £30,726 per annum

LOCATION | Rich Mix, 35-47 Bethnal Green Road, London, E1 6LA. This role is based onsite at Rich Mix and it is not possible to work from home.

LINE MANAGED BY | Operations Manager

CONTRACT TIME | Full Time, permanent

HOURS | 35 hours per week (5 days unless mutually otherwise agreed), excluding 1-hour per day for lunch. This role will include a significant amount of work during evenings and weekends. Rota to be issued two weeks in advance.

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 | One months' notice in writing on either side on successful completion of probation.

START DATE | As soon as possible

CLOSING DATE | **12pm on Wednesday 20 May 2026**

INTERVIEW DATE | **Week commencing 25 May 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 Security and Welfare Officer is responsible for delivering day to day operational security and welfare support across the venue.

The role is customer facing and focuses on security vigilance, regular patrols, crowd management, welfare interventions and incident response to ensure a safe, welcoming and inclusive environment. In addition, the role requires acting as door security for some events.



KEY RESPONSIBILITIES

OPERATIONAL DELIVERY

- Be based in the main foyer and act as the first point of contact for visitors to Rich Mix.
- Undertake regular patrols and security checks throughout the building.
- Act as door security for events where required.
- Manage queues, entry points and smoking areas in a safe and welcoming manner.
- Check tickets and entry passes as required to avoid unauthorised access to the venue.
- Enforce conditions of entry, age restrictions and venue policies fairly and consistently.
- Monitor crowd behaviour and density, particularly in high-risk or congested areas.
- Cover breaks for the Duty Management and Welcome Teams as required.
- Take receipt of deliveries as required and store items safely.

WELFARE AND SAFEGUARDING SUPPORT

- Act as a Welfare Officer, providing proactive and reactive support to vulnerable, distressed or intoxicated customers in line with the venue's Welfare Officer guidance.
- Promote safeguarding principles and ensure the safety of children, young people and vulnerable adults.
- Make informed decisions and proactive interventions regarding refusal of service, monitoring, ejection, medical or police involvement where welfare concerns arise.
- Promote staff awareness of welfare responsibilities and the "Ask for Angela" scheme in order to ensure best practice throughout the venue.
- Be a qualified first aider and be a first responder to medical incidents/accidents.
- Escalate welfare concerns promptly to the Duty Manager

INCIDENT RESPONSE

- Respond quickly and professionally to incidents concerning security and welfare, making proactive interventions to prevent escalation.
- Follow clear steps to de-escalate situations wherever possible.
- Assist with ejections where authorised using proportionate intervention.
- Preserve crime scenes and evidence where required.
- Support emergency services on arrival.

KEY RESPONSIBILITIES

PATROLS AND VENUE MONITORING

- Conduct regular patrols of licensed areas, toilets, corridors, stairwells, smoking areas and concealed spaces.
- Identify hazards, risks or suspicious behaviour and report them immediately.
- Monitor restricted and backstage areas to prevent unauthorised access.
- Ensure that all events are operating within their agreed risk assessment and venue policy.

COMMUNICATIONS AND REPORTING

- Maintain clear radio communication with management and other security staff.
- Report incidents, refusals, ejections and security/welfare concerns accurately and promptly.
- Complete incident reports and provide witness statements when required.
- Participate in post-event debriefs/feedback meetings and contribute to continuous improvement.

CCTV AND ACCESS CONTROL

- Manage CCTV review requests in line with data protection and venue procedures.
- Maintain effective working relationships with local police, licensing officers and external security partners.
- Work with the Building and Facilities Officer to issue keys and access passes to staff and residents (tenants) as required.

PROFESSIONAL CONDUCT AND CUSTOMER SERVICE

- Treat all visitors with respect, dignity and fairness.
- Use calm, inclusive and nonjudgemental communication at all times.
- Provide wayfinding and assistance to visitors as needed.
- Uphold the venue's values and commitment to equality, diversity and inclusion.



PERSON SPECIFICATION

ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE

- Valid SIA licence (or ability to obtain and maintain).
- Experience in venue security, crowd management or event operations.
- Strong understanding of welfare, safeguarding and customer focused security.
- Familiarity with security risk assessing.
- Excellent communication, decision-making and leadership skills.
- Ability to remain calm under pressure and manage complex or sensitive situations.
- Experience in a multi-arts venue, live music or cinema environment.
- Experience managing CCTV requests and incident follow up.

DESIRABLE SKILLS, KNOWLEDGE AND EXPERIENCE

- First Aid at Work qualification.
- Welfare Officer training and experience
- Safeguarding training.
- Familiarity with Spektrix ticketing system (training can be provided)
- Familiarity with Artifax event management system (training can be provided)

Please note this job description reflects the requirements of Rich Mix in March 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, Wednesday 20 May 2026

INTERVIEWS | Week commencing 25 May 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

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RICHMIX.ORG.UK



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