

RICH MIX



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**ARTS COUNCIL
ENGLAND**



DUTY MANAGER

RECRUITMENT PACK | OCT 2024

JOB DESCRIPTION

JOB TITLE | Duty Manager

SALARY | £25,444 per annum

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

LINE MANAGED BY | Visitor Services Manager

CONTRACT TIME | Full Time, permanent

HOURS | 35 hours (1.0 FTE) per week (excludes one hour lunch break)
Typically scheduled for 8.5 hour shifts within operating hours (8am-12am, Mon-Sun).
However, there are occasional earlier starts and later finishes according to the needs of the operation. Each shift you work will be a minimum of four hours. You may nominate five protected days off each month.

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

START DATE | December 2024 / January 2025

CLOSING DATE | 12pm on Friday 22 November 2024

INTERVIEW DATE | Week commencing 2 December 2024



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.

richmix.org.uk / [@RichMixLondon](https://www.instagram.com/RichMixLondon)

PURPOSE OF THE ROLE

The Duty Manager motivates and leads the Visitor Services team to deliver excellent customer service. While on shift, the Duty Manager has overall responsibility for ensuring the health and safety of staff and visitors to the venue.

They also ensure the smooth running of the whole operation and accurate completion of daily reporting. This is an excellent opportunity for someone looking to build a career in operations, customer service or venue management.



KEY RESPONSIBILITIES

CUSTOMER SERVICE

- Deliver an excellent customer experience for all workspace residents and visitors to Rich Mix.
- Resolve customer concerns and escalate where appropriate.
- Work with colleagues across departments to deliver events to the required standard.
- Always represent Rich Mix and its values, ensuring visitors feel welcome and secure.
- Actively ensure the public spaces are presented to a high standard and toilets are tidy and fully stocked.
- Set up and reset spaces to a consistent standard.
- Ensure a full range of products is offered on each of the bars and that these are attractively displayed, notifying the Visitor Services Manager of any shortages.
- Be knowledgeable about and promote Rich Mix's programme, offers and charitable work and find ways to communicate offers/promotions to the team.
- Carry out an effective handover with colleagues to enable a consistent service to be maintained.
- Collect audience feedback and monitoring data as required to aid performance analysis, marketing activities and Arts Council England reporting. Encourage visitor feedback by directing customers to the available feedback channels.

SUPERVISION OF STAFF

- Be a role model to the team, including by demonstrating exemplary standards of customer service.
- Ensure Visitor Services staff are deployed effectively across the building and bar areas so that staffing is adequate for the levels of activity in each area.
- Provide a clear briefing to Visitor Services staff and security personnel on relevant activities and daily operational requirements.
- Communicate tasks clearly to Visitor Services staff to ensure they understand what is required.
- Support the Visitor Services Manager in maximising the performance of Visitor Services staff, through teamwork, motivation, performance management, training and development.
- Communicate with other Duty Managers to ensure a consistent approach to supervising staff.
- Complete staff feedback report.
- Report sickness, lateness and other attendance issues to the Visitor Services Manager.



KEY RESPONSIBILITIES

HEALTH & SAFETY

- 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 staff at all times.
- Be a first responder to accidents and incidents, taking action to rectify or mitigate any health, safety and security concerns.
- Ensure compliance with the venue's Premises Licence and Planning Permission requirements.
- Ensure that activities operate within their agreed risk assessment and that the maximum capacity of each space is not exceeded.
- Ensure that all Duty Manager daily tasks are completed accurately and sign off the task list.
- Ensure consistent and accurate reporting of incidents, accidents and maintenance issues in compliance with data protection legislation and Rich Mix's Health and Safety Policy.
- Follow opening and closing checklists to open and lock up securely.

GENERAL

- Complete an end of day report detailing information about the day's activity and income.
- Complete opening and closing safe counts accurately and report any discrepancies.
- Cash up daily takings and investigate any discrepancies.
- Ensure movements of stock are recorded correctly through the till system.
- Ensure Rich Mix's policies as outlined in the Staff Handbook, including Equal Opportunities and Diversity and Environmental Policies, are implemented and reflected in all aspects of your work.
- Attend team meetings as required.
- 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

- Experience of supervising a team of more than five staff.
- Previous responsibility for upholding the Health and Safety policy of a venue.
- Strong numeracy, IT, and communication skills.
- Experience of cash handling.
- Ability to take responsibility and prioritise workload effectively.
- Ability to make decisions and perform well under pressure.
- Ability to work well under own initiative.
- An interest in venue operations.
- Experience delivering excellent customer service.
- A positive and flexible approach to work.
- Polite, patient, and good humoured.
- 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

- Holds a valid First Aid certificate.
- Holds a valid Food and Safety Hygiene Level 2 certificate.
- Holds a valid SIA licence or has previous security experience.
- Holds a valid Fire Marshall certificate.
- Previous experience working in a bar or arts venue.
- Previous experience of running corporate hires events.
- Previous experience of using Artifax event management software.
- Previous experience of using Spektrix ticketing system.

This job description reflects the requirements of Rich Mix in October 2024. 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, Friday 22 November 2024

INTERVIEWS | Week commencing 2 December 2024

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

Bettina Adela, Craig Gibson & Emma Jones

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