

RICH MIX



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**ARTS COUNCIL
ENGLAND**

VISITOR SERVICES SUPERVISOR
RECRUITMENT PACK | OCT 2024

JOB DESCRIPTION

JOB TITLE | Visitor Services Supervisor

SALARY | £23,933 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)

Your hours will be scheduled within operating hours (8am-12am, Mon-Sun, typically working five days on with two days off). However, this shift pattern may vary 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 | One 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.

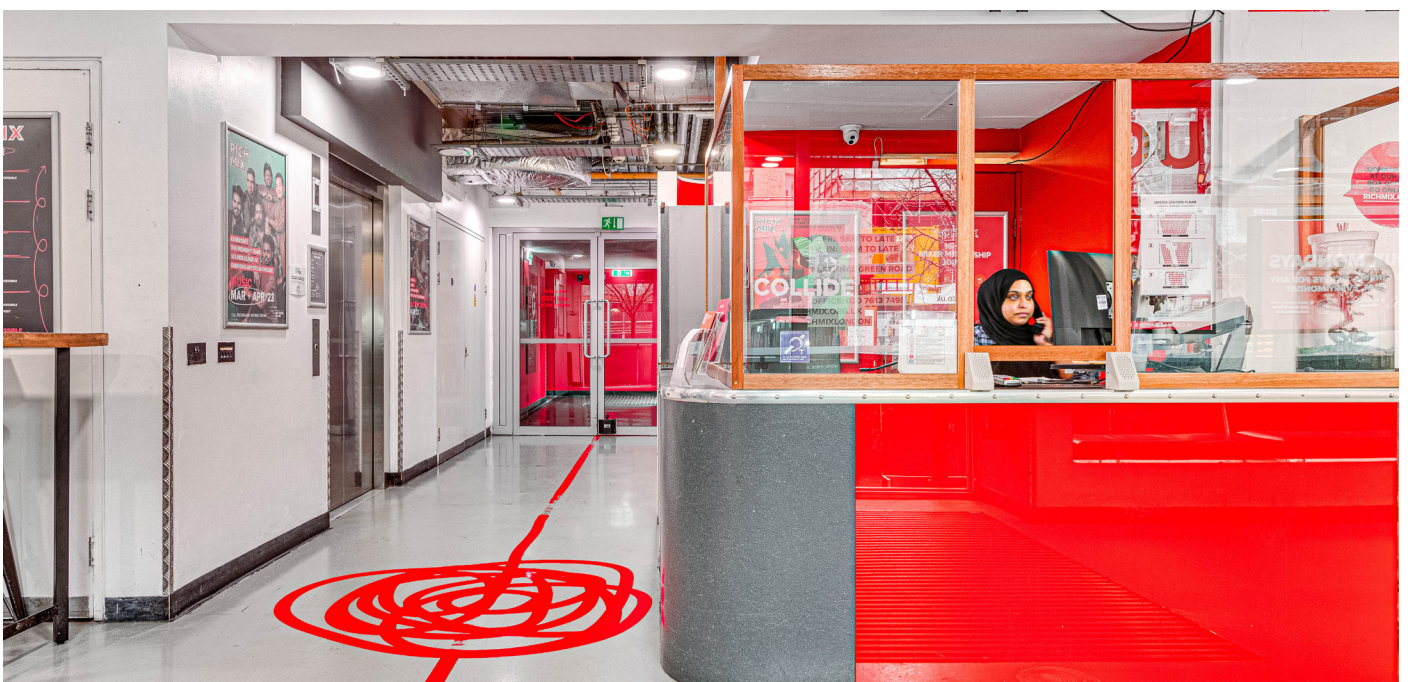
We actively encourage people from a variety of backgrounds with different experiences, skills, and perspectives to join us and influence and develop our working culture. We are particularly keen to hear from Global Majority candidates and candidates who self-identify as Disabled.

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

PURPOSE OF THE ROLE

The Visitor Services Supervisor will support the Duty Manager by working in the bars, box office and venue spaces at Rich Mix. They will inspire the visitor services and box office teams to deliver excellent customer service and maximise revenue generation. They will ensure that the highest level of presentation and hygiene is maintained in the bars and that the team works together to ensure events run smoothly.

Additional responsibilities will include cellar management, stock ordering and maintaining accurate stock and cash control on the bars. 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 visitors to Rich Mix.
 - Resolve customer concerns and escalate where appropriate.
 - Work with colleagues across departments to deliver events to the required standard.
 - Represent Rich Mix and its values at all times, ensuring visitors feel welcome and secure.
 - Ensure the bars and public spaces are presented to a high standard and the toilets are tidy and fully stocked.
 - Ensure that bespoke furniture setups in the venue are in line with the function sheet and additional requests are accommodated where possible.
 - Keep informed about Rich Mix's programme of events in order to be able to converse with customers and answer their questions.
- Drive revenue by ensuring all visitor services and Box Office staff are upselling products, memberships and highlighting special offers. Suggest new ways to increase sales.
- Drive donations by ensuring all visitor services and box office staff are knowledgeable about the charitable work of Rich Mix and the ways that customers can support.
 - Encourage feedback by directing customers to the available feedback channels.
 - Be present and visible during busy periods to assist customers and help with directions and to ensure a smooth flow of customers throughout the building.
 - Support the team in creating a safe, welcoming and inclusive venue. The necessary training will be provided.

SUPERVISION OF STAFF

- Be a role model to the team by demonstrating exemplary standards of customer service.
- Conduct briefings and communicate tasks clearly with visitor services and box office staff to ensure they understand what is required.
- Support the Duty Manager in maximising the performance of visitor services and box office staff, through teamwork, motivation, performance management, training and development.
- Supervise cleaning staff to ensure toilets, screens and performance venues are kept tidy and that bins are not overflowing.
- Maximise revenue generation by developing staff techniques in upselling and working efficiently.
- 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.
- Plan and cover staff breaks to minimise disruption to operations.
- Process refunds and customer service recovery measures as agreed by Duty Manager.
- Provide additional training support for the Box Office team on procedures and Spektrix updates on an ongoing basis, to ensure standards are maintained.
- Maintain the communication channel between the Box Office and the rest of the wider team in liaison with the Box Office Manager, ensuring organisational updates are communicated appropriately.

KEY RESPONSIBILITIES

BARS

- Ensure a full range of products is offered on each of the bars and they are attractively displayed.
- Ensure bars are always set up correctly and have the correct equipment and glassware.
- Select appropriate music and lighting in the bars to create the right mood for each event.
- Ensure that bar checklists and hygiene paperwork are completed by staff and follow up with individuals as necessary.
- Help Rich Mix to become more environmentally sustainable by ensuring reusable utensils are used where possible and that waste and recycling are separated correctly.
- Order cleaning products and bar stock, retaining minimum quantities of each item. Order bespoke bar stock for events as required.
- Keep the stock rooms tidy and methodically arranged.
- Book in deliveries and put these away in the bar cupboards and stock rooms.
- Ensure stock is rotated in the bars to minimise wastage.
- Conduct a full stock count monthly and daily spot checks.
- Ensure wastage is recorded accurately.
- Keep the cellar tidy and clean the beer lines every 1-2 weeks.
- Cash up tills as required.

HEALTH & SAFETY

- Act as a fire marshall during an evacuation.
- Conduct emergency drills and procedures in line with training.
- 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.
- Take action to rectify or mitigate any health, safety and security concerns.
- Ensure compliance with the venue's premises licence and planning permission requirements, especially with regards to sale of alcohol.
- Ensure that all hygiene tasks are completed accurately and that the checklists are signed off.
- Report all incidents, accidents and maintenance issues.
- Assist the Duty Manager in locking up the building as required.



KEY RESPONSIBILITIES

CINEMA

- Be familiar with BBFC regulations and certifications for individual films. Ensure that admittance is not permitted to under-age customers.
- Ensure daily film schedules are available for cinema staff.
- Ensure screens are cleaned promptly after each screening.
- Liaise with client for bespoke cinema events and festivals to ensure that the setup is correct and the event runs to schedule.

GENERAL

- 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

- Demonstrable aptitude for supervising staff.
- Demonstrable aptitude for delivering excellent customer service.
- Experience of cash handling.
- Experience of working in a busy bar environment.
- Ability to exercise good judgement and a strong eye for detail.
- Confident in giving and receiving performance feedback and willing to learn.
- Motivated and driven, with enthusiasm for sales and revenue generation.
- Ability to take ownership of a task and prioritise workload effectively.
- Strong numeracy, IT, and communication skills.
- Proven ability to make decisions and perform well under pressure.
- A positive and flexible attitude with the ability to work independently and take initiative, and to work as part of a team.
- An interest in venue operations.
- An understanding of the importance of diversity and inclusion in the workplace.
- An understanding of the importance of working in an environmentally sustainable way.
- An interest in Rich Mix's programme and the charity/arts sector in general.

DESIRABLE SKILLS, KNOWLEDGE AND EXPERIENCE

- A valid First Aid certificate.
- A valid Food and Safety Hygiene Level 2 certificate.
- Previous experience of running corporate 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 & 14HQ

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   [@richmixlondon](https://www.instagram.com/richmixlondon)