

RICH MIX



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**ARTS COUNCIL
ENGLAND**



OPERATIONS MANAGER

RECRUITMENT PACK | APRIL 2025

JOB DESCRIPTION

JOB TITLE | Operations Manager

SALARY | 31,000–34,000 per annum

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

LINE MANAGED BY | Head of Operations

CONTRACT TIME | Full Time, permanent

HOURS | 35 hours (1.0 FTE) per week (excludes one hour lunch break) 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 | Two months' notice in writing on either side on successful completion of probation.

CLOSING DATE | 12pm midday, Wednesday 7 May 2025

INTERVIEW DATE | Week commencing 12 May 2025



WHO WE ARE



Rich Mix is a dynamic arts centre and creative hub at the heart of Shoreditch, East London, dedicated to connecting some of the city's most adventurous and diverse audiences with a vital, exciting, and ambitious programme of contemporary culture.

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 is currently undergoing an exciting period of organisational change, revitalising our vision with a renewed focus on music and film. This strategic shift will strengthen our offer, deepen our engagement with audiences, and further establish us 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://www.instagram.com/RichMixLondon)

PURPOSE OF THE ROLE

The **Operations Manager** is a business-critical role, ensuring the smooth and efficient running of Rich Mix and delivering an excellent experience for customers, artists and staff. The role oversees venue operations, including bar and income, health and safety, and event logistics.

A key responsibility is driving bar profitability by optimising stock control, pricing strategies, and service efficiency. Additionally, the role focuses on maximising efficiency by managing staff rotas, balancing the budget and operational needs.

The Operations Manager will support the Head of Operations in managing the Operations budget, negotiating contracts and developing a training programme to motivate a team of Duty Managers, Visitor Services Assistants and Supervisors.

The Operations Manager will lead and model a culture of exceptional customer service, setting standards, proactively seeking feedback, and delivering a welcoming and inclusive environment for all Rich Mix audiences. The role requires the Operations Manager to spend 50% of their time on 'the floor' monitoring and improving the culture and customer service.



KEY RESPONSIBILITIES

VISITOR SERVICES

- Oversee the smooth and efficient day-to-day running of the venue.
- Oversee staff management, including delegation, training, communication, and scheduling, to ensure effective staff coverage across all visitor services areas.
- Maintain and develop the work instructions and manuals which detail levels of service standards expected from Duty Managers and Visitor Services staff.
- Prioritise and enforce the highest standards of health, safety, and security across all operations, ensuring compliance with relevant legislation and Rich Mix policies, including food safety, storage practices, and cash handling.
- Work with the Programming and Events teams to understand staffing requirements and operational issues as required for the successful delivery of Rich Mix's programme and hires.
- Lead and model a culture of exceptional customer service, setting standards, proactively seeking feedback, and ensuring efficient feedback and complaint resolution in line with Rich Mix policies.
- Provide cover for the duty management team on an agreed rota (including for out of hours support and emergency sickness).

BARS

- Work with the Head of Operations to develop a strategic vision for all the bars at Rich Mix.
- Work with the Head of Operations to maximise bar revenue through pricing, promotions and stock control, including monitoring / managing stock levels to minimise waste and reduce cost.
- Drive operational efficiency and innovation by identifying and implementing improved systems, processes, and optimised layouts for all bar areas.
- Oversee the cleaning, maintenance and servicing of all bar equipment, monitoring the maintenance log for appropriate actions.
- Manage all aspects of stock control, including ordering, monitoring (using Kurve EPOS), storage, stocktaking, and product display, ensuring a full and appealing product range is available.
- Work with the marketing team to ensure menus and promotional material remain up to date.
- Regularly review supplier contracts in collaboration with the Head of Operations to ensure good value and service standards are maintained.
- Integrate the third-party hot food service across all bars and set out a strategy in collaboration with the third-party to increase hot food sales.
- Negotiate new pouring agreements and sponsorship deals for the bars in collaboration with the Head of Operations and the Head of Development.
- Regularly review the product offering to ensure it remains exciting, competitive and inclusive.
- Work with the Head of Operations to set pricing levels that maximise GP% and remain competitive with comparable organisations.
- Work across departments and with external partners to target customised promotional offers at specific events.

KEY RESPONSIBILITIES

FINANCE, HR AND MANAGEMENT

- Monitor operational budgets and identify ways to maximise income and opportunities in relation to staffing, stock and maintenance of equipment
- Work with Head of Operations, programmers and Hires team in forecasting annual budgets.
- Work with the Finance team to provide financial analysis and reporting as required.
- Monitor and approve the staffing rota and monthly payroll for all Visitor Services staff.
- Oversee the introduction and implementation of all Rich Mix HR policies and procedures to the Visitor Services team.
- Oversee the recruitment, training and development of all Duty Managers and Visitor Services staff, delivering training in-house, where appropriate, to improve bar skills, sales performance and customer service.
- Line manage, lead and motivate Duty Managers and the Visitor Services team, monitoring performance and providing regular feedback.

HEALTH AND SAFETY COMPLIANCE

- Take a proactive approach to maintaining the highest standards of safety and safeguarding across the entire building, ensuring all team members are trained (including SIA training if appropriate) and equipped to handle security challenges effectively.
- Ensure compliance with Rich Mix premises licensing, capacities, health and safety and fire regulations.
- Conduct risk assessments and implement venue security measures.
- Ensure the safety of contractors, employees and visitors by complying with Company standards, Health & Safety and Environment legislation and meeting all other statutory requirements.
- Manage and operate security systems and processes to prevent loss and ensure the security of cash, assets, guests and employees at all times.
- Ensure incident and accident procedures are adequate and correctly applied.
- Ensure tidiness and safety across all areas.
- Manage emergency procedures, including fire safety and first aid protocols.
- Keep up to date with industry regulations and best practices.

GENERAL

- Undertake any other duties commensurate with the status of the role and in keeping with its overall purpose.
- Attend a range of Rich Mix events.
- Ensure Rich Mix's policies as outlined in the Staff Handbook, including Equality, Diversity and Inclusion and Environmental Policies, are implemented and reflected in all aspects of the work.

PERSON SPECIFICATION

ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE

- Minimum 3-5 years of experience in visitor services, venue operations, or hospitality management, preferably in an arts, cultural, or entertainment venue.
- Experience in working within customer service roles and demonstrable excellent customer service skills.
- Experience of bar operations including stock control, pricing strategies, and revenue maximisation in bar and venue settings.
- Experience of managing safety and security procedures
- Experience of budget management, GP margins and sales reporting.
- Experience in recruitment, performance management, and delivering training.
- Experience in complaint handling and resolution.
- Strong ability to manage and coordinate multiple operational functions, including visitor services and bar operations.
- A team player with the ability to delegate and communicate effectively, fostering a positive team culture.
- In-depth knowledge of health and safety regulations, including risk assessment, fire safety, licensing laws.
- Excellent administration, IT and planning skills (proficient in Word, Outlook and Excel, MS Teams).
- Highly organised and self-motivated, with the ability to manage competing priorities and perform well under pressure.
- A genuine passion for the arts and a keen interest in the work of Rich Mix.
- Understanding of and commitment to the importance of inclusion and diversity in the workplace.
- Understanding of and commitment to the importance of working in an environmentally sustainable manner.

DESIRABLE SKILLS, KNOWLEDGE AND EXPERIENCE

- Personal licence holder
- First aid at work qualification
- Food Handling Level 2
- SIA training
- Experience of using Spektrix ticketing system.
- Experience of using Artifax Event management software.

Please note this job description reflects the requirements of Rich Mix in April 2025. 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 midday, Wednesday 7 May 2025

INTERVIEWS | Week commencing 12 May 2025

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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