



Job Description

Visitor Services Assistant

EAST LONDON'S
INDEPENDENT ARTS CENTRE

Role	Visitor Services Assistant
Location	Rich Mix, 35-47 Bethnal Green Road, E1 6LA
Responsible to	Visitor Services Manager, Duty Managers
Responsible for	N/A
Salary:	£8.75 per hour
Hours:	This is a casual position with a zero hour contract. Each shift you work will be a minimum of 4 hours
Availability:	You are required to be available for a minimum of 3 shifts per week, including 2 weekends during the month
Annual leave:	Your holiday entitlement is calculated as 12.07% of hours worked, expressed in hours.
Probation:	3 months
Deadline:	Fri 11 May 2018, 10am.
Interview dates:	Fri 18 and Mon 21 May 2018

Rich Mix is East London's independent arts centre, located in Tower Hamlets, by Shoreditch High Street Station.

It's a charity and social enterprise that offers live music, film, dance, theatre, comedy, spoken word and a range of creative activities for people of all ages and all cultures.

All profits go back to support its education, arts and community activities, which nurture new and local talent. Rich Mix's goal is to deliver a world-class artistic programme that reflects, and is accessible to the diverse communities who live in East London.

The building houses five floors with three cinema screens showing mainstream and independent films, three performance spaces, as well as two gallery spaces.

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

Principle Purpose

To provide warm and friendly customer service to patrons, guests and tenants of Rich Mix, and to provide support to the Duty Managers in general day to day duties in all areas of the operation. This may require you to work in a variety of areas including ushering in our cinema, working on our bar/concessions areas, and staffing art and culture events as well as corporate hires.

Responsibilities

- To be aware of the Rich Mix mission and ensure that this is reflected in all areas of the operation.
- Provide exceptional levels of customer service to all visitors to Rich Mix and maintain a friendly and welcoming atmosphere in the building.
- Wear black clothing, a staff lanyard and be presentable at all times
- Deal with any customer enquiries courteously and competently.
- Maintain high levels of knowledge of our programme and products in order to better serve guests to the building.
- Participate in any training, briefings or meetings to ensure full understanding of all events, services and products available for Rich Mix guests.
- Help to ensure all Rich Mix public areas are kept tidy and take pride in the appearance of all areas of the building.
- Be responsible for operating till equipment, reporting, cash handling and credit card transactions.
- Carry out fire drills and emergency evacuations, ensuring the safety of guests to the building at all times.
- Prepare the auditorium for the next show if applicable including picking up rubbish and logging any lost property items.
- Remain in post to ensure the safety of patrons during performances.
- Sell merchandise at performances and events as required.
- Be responsible for stock taking, and wastage recording at the start and end of every shift.
- Sell alcohol according to the terms of Rich Mix's licence.
- Be vigilant and alert to potential security concerns and report to the duty manager.
- Ensure that health and safety regulations are adhered to.

Person Specification

Required skills

- Strong customer service skills with good face to face communication.
- Proactive and positive approach to getting things done.
- Ability to use initiative.
- Must be 18 years old or above.
- Must be able to handle and sell alcohol.

Desirable skills

- An interest in the arts.
- Experience working in a customer services role within an arts organisation
- Experience in a customer service role in a café, bar or restaurant
- Experience working on events or corporate hires

Please note that this job description is not exhaustive and additions may be required in line with future changes in organisation requirements.

To apply, please send a CV and covering letter along with an equal opportunities monitoring form by email to recruitment@richmix.org.uk with the subject "Visitor Services Assistant Position"