RICH MIX

CULTURE FOR A CHANGING CITY

35-47 BETHNAL GREEN ROAD
LONDON, E1 6LA
020 7613 7498
RICHMIX.ORG.UK
@RICHMIXLONDON

JOB DESCRIPTION – EVENTS AND CUSTOMER SERVICE COORDINATOR

Job title	Events and Customer Service Coordinator
SALARY	£29,000
Location	Rich Mix, 35-47 Bethnal Green Road, London E1 6LA
Line managed by	Head of Events and Sales / Events and Sales Manager
Contract type	Full Time
Hours	35 hours (1.0 FTE) per week (excludes 1 hour lunch break) Due to the nature of this role evening and weekend work will be required
Annual leave	25 days per annum, rising by one day per year to a maximum of 30 days. Plus bank holidays.
Probation period	3 months
Notice period	Two months' notice in writing on either side on successful completion of probation.

PURPOSE OF THE ROLE

The Events and Customer Service Coordinator has two key areas of responsibilities:

Converting inbound enquiries into warm sales leads and coordinating the successful delivery of small to medium-sized events. You will manage the client journey from initial enquiry and engagement through to contract negotiation, event planning and delivery. This includes identifying client needs, maximising sales opportunities through upselling where appropriate, and coordinating a diverse range of events, including conferences, private screenings, boardroom meetings, and artistic hires. The role also contributes to achieving Rich Mix's ambitious private hire sales targets.

You will develop a strong understanding of the building's operational requirements to ensure that private hire events are delivered safely, efficiently and to the high standards expected by Rich Mix.

Alongside these responsibilities, the Coordinator will act as a key liaison and customer service lead between the Private Hires and Duty Manager teams. Working closely with the Head of Events & Sales, Duty Manager Team, and colleagues across operational departments, the role

will help strengthen communication, improve the sharing of event information and support a consistent, collaborative approach to event planning and delivery across the business, to deliver an excellent client experience.

You will be supported by the Head of Events and Sales, The Events and Sales Manager, and the rest of the Events Team.

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.

Working Arrangements

The role will be split approximately 50% office-based and 50% on-site, supporting the planning and delivery of events. Flexibility will be required to work outside normal office hours, including evenings and weekends, in line with the needs of the events programme.

KEY RESPONSIBILITIES

You will be responsible for planning, scheduling, co-ordination, production and delivery of hires events activity onsite. Typically these will be one-off events, typically within a single space and taking place over one day.

Sales

- Respond to incoming enquiries and warm leads.
- Conduct venue tours for new and existing clients, and process bookings and data entry in accordance with existing systems and procedures.
- Gain approval for special offers, discounts and refunds, when required, from the Events and Sales Manager.

Events Co-ordination & Administration

- Planning, scheduling, coordination, production and delivery of hires event activity onsite.
- Assist and support the Private Hires and Operations teams in their daily duties as required.
- Provide event details to the Operations and Technical team by attending a weekly events meeting and maintain strong coordination and communication between departments ahead of events.

WE ARE A CHARITY. ALL OUR PROFIT SUPPORTS OUR MISSION AND PROGRAMME.

RICH MIX CULTURAL FOUNDATION
CHARITY NO: 1089163 / COMPANY NO: 4293133
35-47 BETHNAL GREEN ROAD, LONDON E1 6LA

35-47 BETHNAL GREEN ROAD
LONDON, E1 6LA

020 7613 7490
RICHMIX.ORG.UK
@RICHMIXLONDON

- Ensure all proposals, client communication and event costings/budgets for clients are of the highest standard.
- Raise pro forma and final invoices, following up payments with the Finance Team to ensure accounts are reconciled pre and post event.
- Inform the Events and Sales Manager of any financial issues, outstanding client payments or request changes to the standard financial payment plan.

You will act as a key liaison and customer service lead between the Private Hires and Duty Manager teams.

Team Liaison

- Act as the key liaison between the Private Hires, Operations and the Front of House teams, with the support of the Head of Events & Sales, strengthen communication and collaboration between departments
- Support the development and implementation of an improved process for capturing and sharing all relevant operational information for Private Hires events.
- Once the process is established, act as the ongoing point of contact, ensuring it is consistently followed and identifying opportunities for further improvement.
- Build strong working relationships within operational departments, and work with the teams to create a consistent approach to capturing and sharing operational information for events.

Customer Service

- Work with colleagues across departments to improve the standard and delivery of events.
- Work with Front of House Teams to actively ensure the public spaces and events are presented to consistent and a high standard.
- Be a role model to the team, including by demonstrating exemplary standards of customer service.
- Work with Duty Manager to provide clear briefings to Visitor Services staff and security personnel
- Communicate tasks clearly to Visitor Services staff to ensure they understand what is required for specific events.
- Maximising the performance of Visitor Services staff, through teamwork, motivation, and training.

PERSON SPECIFICATION

Essential skills, knowledge and experience:

- At least two years' experience of working within a customer facing role within an events function in an organisation.

WE ARE A CHARITY. ALL OUR PROFIT SUPPORTS OUR MISSION AND PROGRAMME.

RICH MIX CULTURAL FOUNDATION
CHARITY NO: 1089163 / COMPANY NO: 4293133
35-47 BETHNAL GREEN ROAD, LONDON E1 6LA

35-47 BETHNAL GREEN ROAD
LONDON, E1 6LA

020 7613 7490
RICHMIX.ORG.UK
@RICHMIXLONDON

- Experience of working in a demanding and profit-driven business, sales, or marketing environment.
- An aptitude and passion for customer service, events and operations.
- Experience and knowledge of Artifax software or alternative CRM system.
- Demonstrably good knowledge of the events industry and markets in which Rich Mix operates.
- Excellent organisation, planning and coordination skills.
- Considerable experience of developing relationships effectively with multiple stakeholders at all levels.
- A positive and flexible personal and professional approach.
- Strong team working ability, with proven experience of multi-tasking and delivering to tight timelines, with the ability to work well individually and as part of a wider team.
- Ability to work well under pressure and prioritise multiple tasks and events.
- Excellent written and verbal communication skills; ability to motivate and influence through communications.
- Excellent IT skills, proficient in Microsoft Outlook, Word and Excel.
- A keen interest in the work of Rich Mix.
- Understanding of the importance of inclusion and diversity.
- Understanding of the importance of environmental sustainability and working in a sustainable manner.

HOW TO APPLY

Please complete our online Application Form.

CLOSING DATE | Tue 1 Dec
INTERVIEWS | W/C 7 Dec

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.

WE ARE A CHARITY. ALL OUR PROFIT SUPPORTS OUR MISSION AND PROGRAMME.

RICH MIX CULTURAL FOUNDATION
CHARITY NO: 1089163 / COMPANY NO: 4293133
35-47 BETHNAL GREEN ROAD, LONDON E1 6LA

HOME OF IMAGINATION AND
EVERYDAY CREATIVITY

35-47 BETHNAL GREEN ROAD
LONDON, E1 6LA

020 7613 7490
RICHMIX.ORG.UK
@RICHMIXLONDON

WE ARE A CHARITY. ALL OUR PROFIT SUPPORTS OUR MISSION AND PROGRAMME.

RICH MIX CULTURAL FOUNDATION
CHARITY NO: 1089163 / COMPANY NO: 4293133
35-47 BETHNAL GREEN ROAD, LONDON E1 6LA