



Job Description

Job Title: Executive Assistant to the Chief Executive

Responsible to: Chief Executive Officer

Bristol Music Trust

Run by Bristol Music Trust, and now publicly known as **Bristol Beacon**, we were established in 2011 to run the South West's largest concert hall and promote musical excellence, creative learning, and engagement. We announced our name in September 2020. Bristol Beacon is a symbol of hope and community. A focal point for music and a place of welcome, warmth and light.

Bristol Beacon has been part of Bristol's cultural heritage for 150 years, hosting some of the world's greatest musicians from The Berlin Philharmonic Orchestra to The Beatles and Rachmaninov. Our vision is to unite people through the joy of live music. We achieve this through a diverse programme of inspirational musical experiences, which offers something for everybody and encompasses music of all genres including classical, jazz, folk, world, rock, and pop, as well as local choirs, orchestras, and schools.

In 2018, we embarked on a major capital transformation to create a world-class concert hall for the region that is the most inclusive in the UK. Prior to transformation, our artistic programme had grown to 450 events and six major festivals, attracting 300,000 visitors per year. Our visitors come from across the UK and abroad with 65% from Bristol. Throughout the refurbishment, we have run a programme of 200 concerts per year in interesting locations, which has maintained crucial engagement with audiences and artists, targeting hard-to-reach groups and disadvantaged areas.

As an organisation increasing in national importance, we have developed our creative learning and engagement work on an unparalleled scale. Our specialisms include working with underrepresented communities, including 2,500 young people with disabilities and in care. As the Music Education Hub for Bristol, we deliver the National-Plan-for-Music-Education to all children aged 4-18, inspiring 39,000 children in 150 schools, special schools, and youth groups every year. Our community led Transformation Promise programme, in partnership with The National Foundation for Youth Music and Paul Hamlyn Foundation, works with children under five from low-income families, adults in social isolation/with dementia, children in care/care leavers and community musicians.

We are showing further sector leadership through our sustainability commitment to become the first carbon neutral concert hall in the UK.

We achieve all of this through the work of our vibrant and dedicated staff team. We aspire to reflect the city of Bristol and its people; we value individual difference and place great importance on inclusion, wellbeing, and staff engagement, so that our team can be their best selves at work.

Purpose of the Job

To provide effective PA support to the Chief Executive (CEO) and Chair of the Board, including diary management, organising correspondence and travel, taking minutes at meetings, supporting reporting, and acting as the first point of contact for Bristol Beacon's CEO's office, building excellent relationships, both externally and internally. The post holder must have a high degree of confidentiality and experience of working at CEO/Board level. The post holder will also provide administration support to the rest of our Senior Management Team as needed and work with Senior Managers and/or Partners on organisational special projects.

Senior Management Team

The Senior Management Team (SMT) consists of the Chief Executive and ten senior managers. The team are responsible for implementing the Bristol Beacon vision and strategy across their individual departments, and take an overview of the day to day running of Bristol Beacon and Creative Learning and Engagement. The team meet on a fortnightly basis to discuss strategic issues, review activities, and deal with any significant matters that arise. The team report regularly to the BMT Board of Trustees, and the Chief Executive, Chief Operating Officer (COO) and Director of Creative Learning and Engagement attend all Board meetings, though other SMT managers may be required to attend from time to time.

Key Responsibilities and Key Related Competencies

1. **Communication, Professional, Building Relationships, Customer Service** - Maintain the Chief Executive's Diary and act as first point of contact for external bodies and individuals.
2. **Planning & Organisation, Communication, Professional** - Arrange meetings and travel as required, ensuring all relevant paperwork is available.
3. **Planning & Organisation, Building Relationships, Communication, Customer Service, Professional** - Support the Chief Executive in all aspects of the role including receiving visitors, arranging receptions, responding to general enquiries, liaising with the BMT Board, Bristol City Council, the Arts Council, and other stakeholders as required.
4. **Building Relationships, Customer Service, Communication, Professional** - Maintain excellent relationships with external bodies where BMT is represented e.g. BACH, Royal Philharmonic Society, ISPA, Bath Festivals, Association of British Orchestras, Theatres Consortium, and Bristol Arts Network etc.
5. **Planning & Organisation, Communication, Professional** - To diarise, coordinate papers, and minute BMT Board and Audit, Risk and Resource Committee (ARRC) meetings, Strategic Advisory Group (SAG) (and any other meetings as required), accurately and within deadlines. In addition to set-up a framework of meeting preparation and support required for these regular meetings.
6. **Planning & Organisation, Communication, Professional** - To set-up a framework of reporting cycles to incorporate Board reporting and other reporting processes, including Arts Council and National Portfolio Organisation (NPO).
7. **Communication, Adaptability, Professional** - To assist with report writing and to develop PowerPoint presentations as required, and to support reporting functions to external stakeholders.
8. **Communication, Customer Service, Adaptability, Building Relationships** - To be the first point of contact for the Board of Trustees, setting up meetings, fielding queries and managing expenses, including the CEO's expenses.

9. **Planning & Organisation, Communication, Teamwork** - To plan and prepare for internal and external events as required and directed by the CEO or members of SMT, resourcing the set-up of events as necessary.
10. **Communication, Adaptability, Teamwork** - Undertake research in connection with funding and advocacy as required and to provide support as needed for funding bids, working closely with relevant Senior Managers and support Data Protection/GDPR requirements in an administration capacity as required.
11. **Communication, Customer Service, Professional** - Develop and maintain an excellent working knowledge of all aspects of Bristol Beacon and build an appropriate network of connections and contacts across the local and national arts networks that Bristol Beacon are part of.
12. **Adaptability, Planning & Organisation, Communication** - Undertake specific special projects under the direction of the Chief Executive or working in partnership with other members of SMT, including providing administration support for and being part of the team taking forward our Sustainability ambitions <https://bristolbeacon.org/about-us/environmental-sustainability/>
13. **Teamwork, Adaptability, Planning & Organisation** - Provide administration support to other SMT managers areas of work as required and support other SMT managers with any personal arrangements e.g. travel.
14. **Communication** - On a day to day basis comply with and set an example on the policies and procedures of BMT.

Employee Specification:

The role holder **must** have the following competencies:

Essential – The role holder **must** have the following **Core** and **Additional Role Specific** competencies:

Core Competencies

COMMUNICATION

- Excellent communication and interpersonal skills, has a positive and pro-active approach.
- Conveys and receives information effectively.
- Builds positive working relationships.
- Excellent and accurate standard of written and verbal communication.
- Is able to exchange detailed and more complex information in a courteous and effective manner to peers, colleagues, managers, stakeholders, and customers, adapting the style of communication as necessary and ensuring information is understood.

ADAPTABILITY/FLEXIBILITY/PROBLEM SOLVING

- Ability to be receptive to and to manage change and respond and adapt to changing circumstances.
- Remains resilient and able to prioritise when faced with adverse situations and conflicting demands.
- Is reliable, positive and flexible in response to work priorities.
- The ability to solve problems and provide solutions.

CUSTOMER SERVICE

- Provides an excellent service to meet internal and external customer/client needs.
- Seeks to understand customer requirements and deliver services that are responsive to these.
- Builds rapport and sustainable relationships with customers, seeking pro-actively to understand their needs and satisfaction levels.

PLANNING AND ORGANISATION

- Is able to organise own time effectively, responds to changing priorities, and meet deadlines as required.
- Planning a wide range of tasks, provides work on time, and to required standard.
- Is able to respond positively to changing priorities of the business, can re-plan accordingly.
- Managing and organising a programme of work relating to Board and other reporting cycles.

TEAMWORK

- Works co-operatively and flexibly with colleagues, managers, and external stakeholders, with a full understanding of the role to be played to achieve a common goal.
- Acts in a supportive manner to the CEO and the wider team and works effectively, covering others and considering others needs and skills.

Role Specific Competencies

PROFESSIONAL EXPERIENCE

- In depth knowledge of diary management, meeting planning and organisation at a high level, including organising travel.
- Experience of minuting board meetings and managing and minuting cyclical meetings.
- Excellent Microsoft Office experience and experience of Teams, Zoom and Social Media.
- Strong PA experience at CEO/Board level.
- Experience of Supporting a Senior Management Team.

BUILDING RELATIONSHIPS

- The ability to build strong relationships with stakeholders at all levels.
- The ability to network and form appropriate connections.

PROJECT ADMINISTRATION

- Experience of project administration/coordination and an interest in arts administration.
- Interest or experience of working with Senior Managers and/or Partners on organisational special projects - this role will support our Sustainability project in an admin capacity, and will also have the opportunity to support SMT members in other special projects as they arise.

The following is desirable

- Academic/and or professional qualifications.
- Knowledge and appreciation of the arts.
- Previous arts administration experience.

Special Conditions

On occasion this role may require a flexible approach to working hours, including some evening, weekends, and bank holidays, to enable support for meetings/events as needed, but this is not regularly required.

Occasional Duties

The role holder will carry out any other duty that is reasonably required.

Place of Work

Your usual place of work is Bristol Beacon, Bristol, but you may be required to work at other locations that are reasonably placed, including Beacon Music Centre in Southmead.

Date Created / Modified: January 2022

Created / Modified by: BMT HR

Approved by: Chief Executive Officer

Outline of Terms and Conditions:

Role:	PA to the Chief Executive
Salary:	£28,000 per annum
Contract:	Permanent
Hours:	Full-time, 37 Hours
Annual Leave:	24 days leave plus bank holidays, increasing by one day each year to 29 days after 5 years of continuous service
Probationary Period:	6 months
Pension:	Bristol Music Trust operates a Salary Exchange (salary sacrifice) Pension Scheme with a 5% employer contribution, subject to a minimum employee contribution

Application Procedure

To apply, please complete our application form and return, with our equal opportunities monitoring form, outlining your experience and skills against the employee specification for the role, and describing why you would like to be part of our team to hr@bristolbeacon.org

If you require our application form in an alternative format i.e. large print or if you need to provide your application in a different way or have questions about the recruitment process, please contact HR. Disabled applicants who meet the minimum essential criteria for the role, will be offered an interview.

We are working towards providing mentors who can give support to applicants who may not have worked in a cultural organisation before and would like some advice as to how to articulate their experience and how it is transferable. This might be because you are from a background that is underrepresented in our sector. To make a request for this please email hr@bristolbeacon.org or call 0117 204 7108. If you have questions about the role or would like to talk through your experience or personal circumstances in relation to this role, then for an informal chat please contact Louise Mitchell, CEO louise.mitchell@bristolbeacon.org or Clare Jack, Chief Operating Officer clare.jack@bristolbeacon.org

We are committed to developing a more diverse workforce through applicants with the skills and experience to help us to widen our perspective and better serve the needs of our communities. If you are from a background that is underrepresented in the culture sector, we are looking for people who thrive on enhancing their skill set and have a range of experience and the enthusiasm to develop their chosen field of work with us. You can read more about our Transformation Promise and Equality, Diversity, and Inclusion commitments here <https://bristolbeacon.org/about-us/jobs-opportunities/#inclusion-diversity-accessibility>

Reasonable adjustments will be made for applicants, please let us know if you have any needs. You can call or email hr@bristolbeacon.org

Closing date for applications is **9.00am on Monday 31 January 2022**, with interviews planned for later that week. We have a planned SMT Away Day on Monday 7 March, and whereas we anticipate that our successful candidate will have a notice period, we would want to work with them around the possibility of joining SMT for this day.

Bristol Beacon recognise, respect and value individual difference. We are committed to the wellbeing of our staff and to being an Equal Opportunities employer and attracting diverse talent from sections of the community currently underrepresented in the culture sector to help us to develop a more diverse workforce. We hold silver status from the Charter of Best Practice for Accessibility, and we are Disability

