



Bristol Beacon

Share in the joy of live music

Facilities Manager Job Pack



About Bristol Beacon

Welcome to Bristol Beacon and thank you for your interest in this Operations role.

Run by Bristol Music Trust, and 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 new 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.

Our vision is to unite people through the joy of live music. We achieve this through a diverse programme of inspirational musical experiences, which encompasses music of all genres including classical, jazz, folk, world, rock, and pop, as well as running the Music Education Hub for Bristol based at Beacon Music Centre in Southmead.

In June 2018 we closed our main auditorium and second hall to commence our major redevelopment programme. However, we have partnered with over 30 other local venues to continue to promote a programme of over 200 shows per year in these venues and other interesting locations, which has maintained crucial engagement with audiences and artists, targeting hard-to-reach groups and disadvantaged areas.

Since 2013 Bristol Beacon's Music Education Hub has made significant progress toward achieving its vision of making Bristol the 'UK Capital of Young People's Music'. Our award-winning education programmes for young people are set to expand to reach Bristolians of all ages and all backgrounds.

At the heart of our Music Education work is great music making and learning. Our programme sets out to encourage participation, engender a sense of civic pride and instil a lifelong love of musical culture. With three prestigious awards in two years from the Music Education Council (MEC) and Music Teacher Awards for Excellence, including winning the Major Prize for best music education hub, our work is gaining national recognition.

Of equal importance is our Community work working with partners such as Paraorchestra and the National Open Youth Orchestra to support work with disabled musicians as well as our work with care leavers and growing health and well-being work. Our Industry work seeks to create programmes to support a pipeline of young emerging artists working in partnership with other organisations in the music industry.

In 2023 we will open our newly refurbished concert halls in central Bristol with a new Music Education Centre in the cellars. This will be a completely new space dedicated to music teaching and incorporating a new performance space aimed at young people and emerging artists.

We have also announced our sustainability commitment to become the first carbon neutral concert hall in the UK.

We believe in the power of music to transform lives, and we achieve our aims 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 the importance of staff wellbeing, so that our team can be their best selves at work. Bristol Beacon's commitment to diversity is that we believe that our work will be greater when we are representative of the lived experience across Bristol and the wider region.

We are looking for people with the skills, enthusiasm, and experience to help us to widen our perspective and better serve the needs of our communities. We are particularly interested to hear from applicants who

may be from a background that is underrepresented in the culture sector and would like to develop their chosen field of work with us.

Here's a taste of what we do:

<https://www.youtube.com/watch?v=br4S1A1ls9w>

<https://bristolbeacon.org/about-us/>

<https://bristolbeacon.org/make-space-for-music/>

<https://bristolbeacon.org/our-transformation/>

A note from our COO, Clare Jack



Our new Facilities Manager will join us as we enter the final phase of our Transformation period and play an important part in this last stage as we move towards reopening.

We have had an incredibly busy past 2 years - we have launched our Transformation Promise (the basis of our current Business Plan) changed our name and launched our new brand. This role joins us as we begin to grow our staff team in the build up to reopening.

We are looking for an organised and effective strategic leader, with wide ranging building management experience who understands the complexities of our building and has the drive and experience to look after it well.

At this point in our journey our new Facilities Manager will join us and get to know our building and spaces, be involved in recruiting our new IT support role and have the opportunity to build their team as we move towards reopening in autumn 2023.

About this role

The Facilities Manager is responsible for the overall building management, Health and Safety, and housekeeping services of Bristol Beacon and Beacon Music Centre and will work closely with operational managers, supervisors, and staff, including contractors, to achieve high building delivery and maintenance standards.

The Facilities Manager is tasked with contributing to the maximisation of profits and return on investment over the long term by the prudent and efficient use of resources – in particular, the Trust's building and

infrastructure resources. The Facilities Manager will therefore have a strategic view of the venue and the venue's future and will implement the Bristol Music Trust strategy in relation to the operation of the building.

The Facilities Manager will work very closely with the Production Manager who manages delivery of all our events.



Job Description

Job Title: Facilities Manager

Responsible to: General Manager

Responsible for: Facilities Coordinator; Facilities Assistants; IT Officer

Operations

The Facilities Manager manages the Facilities Team which sits within the Operations Team headed by the Chief Operating Officer. Operations as a whole is responsible for ensuring that Bristol Music Trust's resources and activities are managed effectively to deliver the work of our Programme, Commercial and Creative Learning and Engagement teams both within our 2 sites – Bristol Beacon and Beacon Music Centre - and at any external venues we work in. The team is also responsible for ensuring that appropriate controls are in place to meet all legal and regulatory requirements.

The Facilities Manager is responsible for the team looking after buildings planned and reactive maintenance, health and safety, housekeeping (site management and presentation standards), and environmental sustainability and efficiency standards. The role reports to the General Manager who is responsible for the overall running of the operational areas in Bristol Beacon to achieve high building and performance standards.

The Production Office sits alongside the Facilities Team and is responsible for the delivery of all events within our buildings and at outside venues as required. It also reports to the General Manager.

The core Finance Team is responsible for all the Trust's accounting, finance and budgeting requirements, including the recording and monitoring of income and expenditure, maintenance of adequate financial controls, preparation of budgets, internal and external financial reporting, financial analysis, and compliance

with tax and other regulations. The work of the department is varied and includes giving professional financial guidance and support to other departments (Programming, Marketing, Technical Services, Box Office, CLE & Development); identifying areas for cost savings and maximising income generation; agreeing show settlements with external promoters for hall rentals; processing ticket income and costs for our own concert promotions; monitoring the performance of the Trust's trading subsidiary, BMT Enterprises Ltd; and producing statutory accounts to be filed with Companies House.

The Commercial Team works to create commercial opportunities which both maximise income generation from our trading activities, and complement the primary objectives of Bristol Music Trust, whilst enhancing the overall customer experience. Trading activities are run through BMT Enterprises Ltd, and include the hire of venue spaces for conferences, meetings and other events; the provision of bar and catering facilities at Bristol Beacon; and the provision of box office services to other arts organisations.

Effective Human Resource Management is provided to the organisation in accordance with agreed BMT policies and procedures and the People Manager works alongside the COO to develop and implement the People Strategy for the organisation. Our People Team work to provide a complete support service to our managers and staff, to improve processes that enhance organisation effectiveness, our culture, and staff experience, and to drive initiatives such as wellbeing and staff engagement and support for our inclusion and diversity aims.

The whole Operations Team works closely and collaboratively with other departments (Marketing, Programme, Customer Services, Creative Learning and Engagement & Development) to ensure a professional approach and enhance the experience of our customers - audiences, clients, promoters, artists, and all other users of the Hall and our services.

Facilities Team

The Facilities Manager leads the Facilities Team and reports directly to the General Manager. The team includes the Facilities Coordinator, the Facilities Assistants and the IT Officer, and has responsibility for the operation of the Stage Door. The team is responsible for ensuring that Bristol Beacon and Beacon Music Centre buildings are tidy, safe, properly looked after and maintained, all housekeeping services are delivered to a high-quality level and that all contracted services (including IT) are properly let and managed. Facilities Assistants are also responsible for housekeeping, including all room set up in both buildings for all events in a professional and timely manner, meeting the high standards of customer service and housekeeping excellence required for a modern and dynamic concert and events venue

The work of the team is varied covering all aspects of Bristol Beacon's activities and involves working closely with the Programme Office and BMT suppliers, as well as Bristol Beacon's programming, education, commercial, marketing and support teams. Team members are self-motivated, professional, and able to work from their own initiative to deliver the quality of service for which we are well known. The Facilities manager and the team is required to work flexibly according to the business requirements of the organisation, working a shift pattern which includes evenings, bank holidays and weekends.

Key Responsibilities

1. Deliver 'best practice' effective and efficient facilities and buildings to maintain a safe, secure and welcoming environment for staff and visitors for BMT.
2. Plan and implement a buildings management strategy and policy for Bristol Beacon and Beacon Music Centre in line with the Trust's strategic objectives.
3. Implement repairs to the building infrastructure and facilities in accordance with the lease.

4. Manage and report on a periodic planned maintenance schedule to ensure that all premises (Bristol Beacon and Beacon Music Centre) are serviced regularly and maintained to appropriate standards.
5. Have a thorough understanding of all Building Management Systems including ICT, Fire Alarm, Intruder Alarm, Electrical and Mechanical systems including heating, cooling and water including Legionella monitoring.
6. Lead and train the facilities Team to provide a professional, proactive housekeeping service to all users of the building and inspire them to take pride in their work.
7. To manage staff rota as appropriate to support events as needed.
8. Manage all budgets agreed for Facilities Management – ensuring effective monitoring, identification of risks and issues and opportunities for income generation, and overall efficient financial management in line with the Trust’s financial priorities and in agreement with the Chief Operating Officer.
9. Identify areas to increase efficiency and ensure effective cost controls, whilst maintaining an effective level of service.
10. Procure and manage all service contracts (e.g. plumbing, heating and cooling, electrical services, waste, cleaning, IT, lifts and hoists, specialist theatre engineering etc, etc) for operations, ensure effective relationship management.
11. Manage estate related relationships with Bristol City Council and other external bodies.
12. Be part of the team leading on the Bristol Beacon Phase II project.
13. Be responsible for all areas of building security including access and door access management, and manage the key-holder responsibilities.
14. Have an overview of all infrastructure/building related projects across the venue’s estate.
15. Input to keeping BMT’s Asset Management system up to date
16. Be the Competent Person with regard to Fire Safety Policy.
17. Take lead responsibility for the development and implementation of an effective IT Strategy for the Trust and manage the IT Officer.
18. Assume lead responsibility, on behalf of the General Manager, for Health and Safety matters, including the development of H&S policy, training, and processes (including training record management), ensuring all buildings meet H&S requirements, management of safe and effective working of all staff (permanent and freelance), audiences and participants including skilled, unskilled and trainee personnel working in or using the buildings.
19. To support the General Manager in the completion and delivery of the Bristol Beacon Phase II refurbishment project being part of the team to receive documentation from the contractors and establish systems for maintenance going forward.
20. To support the General Manager in ensuring risk assessments and method statements for all facilities are in place. Identify and review key facilities risks to inform overall Health, Safety and Security strategy.
21. To support the General Manager in ensuring regular Emergency Evacuation drills are carried out and that all daily, weekly and other statutory obligations are discharged.
22. To make recommendations and advise the Chief Operating Officer on facility related issues and keep up to date with current legislation and best practice in relation to building management and Health and Safety.
23. To support the General Manager in delivering the parts of our Environmental Sustainability strategy which involve usage or maintenance of our estate and consumption of resources (especially energy efficiency) including reporting on these areas as needed.
24. To lead and inspire the Facilities Team and to line manage and motivate the Facilities Coordinator, Facilities Assistants and IT Officer through individual objective setting and performance management, regular 1:1 meetings, and identification of training needs.

Employee Specification

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

Core Competencies

LEADERSHIP & MANAGEMENT

- Effective leadership, development, management, training and motivation of staff within area, ensuring effective performance against goals, passing on own skills and experience where possible.
- Providing leadership and planning the work of staff through team leaders / managers.
- Securing and directing resources for wide area with diverse staff.
- Risk management, and the need to translate strategy and vision into day to day meaning.
- Experience of managing budgets and working within financial parameters.

COMMUNICATION

- Is able to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood.
- Excellent and accurate standard of written and verbal communication
- Contribute to high quality planning and recording as needed

ADAPTABILITY/FLEXIBILITY/PROBLEM SOLVING

- Generation of new ideas and suggestions for change. Act and think strategically whilst able to cope with day to day pressures.
- Ability to flex approach to difficult needs of several concurrent workstreams.
- Remains resilient whilst working under adverse or conflicting demands.
- The ability to respond & adapt to changing circumstances and to manage, solve problems and provide solutions in a climate of ambiguity.

CUSTOMER SERVICE

- Builds rapport and sustainable relationships with customers – seeking pro-actively to understand their needs and satisfaction levels.
- Actively seeks customer/client feedback.
- Gives advice which leads to valuable outcomes.
- Looks to continuously review and improve performance standards of self and team.
- First aid qualification or willingness to achieve
- Clean driving licence and ability to drive BMT's electric vehicle

TEAMWORK

- Ensures team is appropriately skilled, managed and resourced.
- Discusses problems/issues with team members that could impact on results.
- Communicates expectations for teamwork and collaboration.
- Gives credit and acknowledges contributions and efforts of individuals to team effectiveness.

PLANNING & ORGANISATION

- Completion of work within area for which responsible within deadlines and to agreed standards.
- Making long term plans which impacts an area or the wider business.
- Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.
- Financial planning and budgeting skills
- Responds positively to changing priorities and can re-plan accordingly.

Role Specific Competencies

FACILITIES MANAGEMENT

- Have a good knowledge of building maintenance and IT service provision
- An exceptional understanding of the requirements for public buildings including testing, maintenance and licensing.
- Experience of managing facilities and BMS
- Knowledge of environmental sustainability issues
- Certificate in Management, Degree level or similar.

HEALTH & SAFETY (H&S)

- IOSH Managing Safely or equivalent and an excellent knowledge (theory and practice) of Health & Safety legislation and regulations, requirements and guidance in the following areas:
 - Electrical safety, maintenance of portable and fixed electrical equipment.
 - Audio and visual production, rigging safety, lifting operations and lifting equipment (LOLER).
 - Public safety and licensing requirements.
 - Risk assessment.
 - Temporary stage structures
 - Working at height
 - Manual Handling
 - RIDDOR
 - Fire risk assessment

The following is desirable

A recognised professional Facilities Management qualification
Knowledge and appreciation of all forms of entertainment.

Special Conditions

This role requires the post holder to work flexibly to complete their duties, and you may, from time to time, be required to work alternative or additional days (including evenings, weekends and bank holidays) to meet the requirements of your role, and these hours will be agreed in advance between yourself and your line manager in accordance with the requirements of the Bristol Music Trust.

Occasional Duties

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

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

Outline of Terms and Conditions:

Role:	Facilities Manager
Salary:	£40,000 - £45,000 per annum, depending on experience
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

The first part of the application process is an informal conversation around the role to hear where you are in your career journey and what you could bring to this role. **This is not part of the selection process** we would just like to gauge your experience and thoughts around the role. Please contact Alison Williams, People Manager alison.williams@bristolbeacon.org to set up a short call.

To apply please complete our application form and equal opportunities monitoring data on our StaffSavvy recruitment portal, outlining your experience and skills against the Employee Specification for the role, and describing why you would like to be part of our team. The right to work in the UK is a requirement of your application. Please send a copy of your proof of right to work to hr@bristolbeacon.org we will not keep this if you are not selected for interview.

If you require our application form in an alternative way, or if you need to provide your application in a different way or have questions about the recruitment process for the role, please don't hesitate to let us know.

Reasonable adjustments will be made for applicants if required, please let us know if you have any needs, you can contact our People Manager on 0117 204 7108 or email hr@bristolbeacon.org

Disabled applicants who meet the essential criteria for the role, will be offered an interview.

The recruitment process for this role will be in 2 Stages:

1. First Stage Interview and Presentation
2. Second Stage Interview and Decision

The closing date for applications is **Thursday 13 October 2022 at 9am**

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.