



## Job Description

Job Title: Welcome and Events Assistant

Responsible to: Music Hub Manager

### Bristol Music Trust

Bristol Beacon is a music charity, renowned venue and award-winning music education hub. We're here to help make space for music every day, with everyone. We do this through a remarkable programme of live music performance, participation and education. Our vision is to unite people through the joy of live music and believe that doing so has the power to create a better society for all of us.

Part of Bristol's cultural heritage for 150 years, Bristol Beacon has hosted some of the world's greatest musicians from Ella Fitzgerald to The Beatles to London Symphony Orchestra. We strive to be a symbol of hope and community, a focal point for music and a place of welcome, warmth and light.

Operated by Bristol Beacon since 2011, in 2018 we embarked on a major capital transformation of our venue to create a world-class concert hall for the city and region, with accessibility and inclusion at its core. Hailed as one of the most significant investments in cultural infrastructure in the UK in recent times, we reopened in November 2023 with a programme that included landmark commissions, celebrations of Bristol artists and performers, star names in music and comedy, and a blockbuster Orchestral season. With an ambitious ongoing programme of concerts, gigs, festivals, conferences and more, and with new spaces dedicated to education and talent development, we anticipate hosting 800 events and welcoming 400,000 visitors per year from across Bristol, the Southwest and internationally.

As an organisation we are equally and increasingly recognised nationally for our work to grow music education and participation. 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 lead for Bristol and from 2025 the West of England, 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 is backed by strategic funding partners and includes working 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 UK concert venue to achieve Net Zero.

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.

## Creative Learning & Engagement

Creative Learning & Engagement (CLE) is responsible for three areas of work: Bristol's Music Education Hub, Community Engagement, and Industry Development

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 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.

As the transformation of Bristol Beacon comes into focus, a sharper vision for learning and engagement will be required; one that underpins Bristol Beacon's revised strategic priorities and engages all the communities of Greater Bristol and beyond. Looking ahead, CLE will work in close partnership with the Programme team to further integrate education and engagement activities into the creative output of Bristol Beacon – maximising the opportunities made possible through a world-class live music programme.

## Purpose of the Job

The post holder is responsible for coordinating the daily operations of events and activities at Beacon Music Centre (BMC). This role involves welcoming visitors and users, guiding them throughout the centre, and ensuring their needs are met during their visit. Duties include locking and unlocking the building, maintaining high standards of customer service, and ensuring that all participants and visitors have a positive and engaging experience.

In addition, the post holder plays a key role in coordinating the setup and delivery of events and activities, ensuring smooth and efficient operations throughout our spaces. As the first point of contact for all users—including music teachers, parents, children attending lessons, staff from partner organisations, community users, and external contractors—the Welcome and Events Assistant ensures clear communication and provides support as needed.

This role also involves the physical setup of rooms (arranging chairs, tables, and equipment), moving furniture, and performing light maintenance tasks to ensure that all spaces are properly prepared and maintained.

## Key Responsibilities and Key Related Competencies

1. To meet and greet participants, parents, Music Practitioners/Tutors, customers, of education programmes, activity, or other kinds of meetings across all areas of BMC spaces, ensuring that they receive an exceptional welcome. To greet and manage the activity of any contractors working within our spaces.
2. Support the CLE team to ensure the building is clean and well-maintained and support

spaces set-up within both buildings as directed by Front of House Team, Facilities Manager or the wider operational team to ensure an exceptional standard of customer service for all users of our spaces.

3. To be a visible presence at BMC and work closely with colleagues within the organisation to deliver a quality service to a wide variety of users. Respond to any day to day matters, issues or complaints arising throughout the building, liaising with appropriate staff members as required. To assist with deliveries as directed by the operational team and to safely move items of furniture or equipment as needed.
4. To check spaces are set up as per the requirements on Artifax, our event management system, and to check cleanliness of spaces. Be the key point of contact during the delivery of events and work with the staff, participants, coordinators of the event, to solve any operational issues that may arise, briefing/working with any other staff across the organisation as required to ensure the success of the event. Provide any support required to guests with access needs or disabilities.
5. To forward plan for events with a focus on supplies, equipment, and any other requirements. Set-up any room requirements including tables and chairs, room style set-up and where needed water for meeting rooms and manage any catering requirements for events. To manage any last minute changes or problems either ahead of or on the day of activity to ensure the smooth running of the event.
6. To work closely with the Music Hub Administrators to manage instrument hire collections and returns; ensuring the instrument store is well organised and accessible and that any damaged assets are logged, replaced and correctly disposed of
7. To support wider CLE administration tasks, including using SpeedAdmin and be proactive in assisting colleagues during busy event periods
8. To be responsible for day to day Health & Safety and for evacuation of the building should it be necessary. To have an awareness of Health & Safety and security procedures and ensure these are complied with. To be a key holder and ensure that opening and closing procedures are adhered to, and that all are in line with our policies and standards. Ensure that our buildings are properly secured and alarmed at the end of the final shift of the day as required, and to open up our spaces as required.
9. To conduct daily/regular walk rounds of both buildings and work proactively with the Music Hub Manager and the wider CLE team to ensure that problems are addressed before they cause disruption to operations. To ensure that all areas of our spaces are cleaned, and that relevant staff are briefed as required to maintain high standards of cleanliness. To provide light facilities maintenance as required. To identify any cleaning or repairs issues and resolve any issues with the Facilities Manager for Beacon Music Centre.
10. To have an awareness of safeguarding and Bristol Beacon Safeguarding procedures, and to be trained in safeguarding and able to immediately highlight concerns where appropriate. On a day to day basis comply with the Policies and Procedures of Bristol Beacon as required.
11. Be conversant with the programmes, facilities, and services that Bristol Beacon has to offer and be able to discuss requirements and pass on enquiries as appropriate.
12. Participate in and complete any required training or professional development necessary to maintain up-to-date knowledge and skills relevant to the role.

## Employee Specification

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

### Core Competencies

#### LEADERSHIP

- Ability to organise own and others activities to meet operational requirements.

#### COMMUNICATION

- Is able to exchange detailed and complex information to a broad range of staff
- Builds positive working relationships.

#### ADAPTABILITY & FLEXIBILITY

- Is receptive or contributes to new ideas and approaches and adapts accordingly.
- Ability to handle conflicting priorities, and deal with unusual incidents.
- Is able to problem solve.

#### CUSTOMER SERVICE

- Understands customer/client needs and provides customer/client satisfaction.
- Is able to give timely advice in response to enquiries from customers/clients and direct colleagues accordingly.

#### TEAMWORK

- Has the ability to work effectively as part of a team.
- Covers others and has consideration of others needs and skills.
- Acts in a supportive manner to the team.

#### PLANNING & ORGANISATION

- Workload delivered within deadlines and to agreed standards.
- Responds positively to changing priorities and can re-plan accordingly.

### Role Specific Competencies

#### VENUE MANAGEMENT

- Previous experience of team working.
- Proven experience of providing excellent standards of customer care and understanding customer needs.
- Previous experience of setting up meetings or events, specified requirements, client liaison and organising others time.

#### Desirable

- Experience of working in a busy environment open to the public
- Appreciation of arts and entertainment
- Understanding of safeguarding
- Full drivers' license

### Special Conditions

A DBS check will be required for this role.

### Other Duties

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

## Place of Work

You will usually be based at Beacon Music Centre in Southmead, or Bristol Beacon, central Bristol, and you may be required to work at other locations that are reasonably placed.

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Date Created / Modified: October 2024, Bristol Beacon HR  
Approved by:

### Outline of Terms and Conditions:

Role:	Welcome and Events Assistant
Salary:	£24,720 per annum (£14,698.38 pro rata)
Contract:	Permanent
Hours:	Part-time, 22 hours, Tuesday – Friday 9am – 3pm.
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 4% employee contribution

### Application Procedure

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. Please use the Application Guidance we have provided to structure your application.

If you require our application form in an alternative or if you need to provide your application in a different way or have questions about the recruitment process for the role, please email [hr@bristolbeacon.org](mailto:hr@bristolbeacon.org)

Reasonable adjustments will be made for applicants if required, please let us know if you have any needs. Please email [hr@bristolbeacon.org](mailto:hr@bristolbeacon.org) Disabled applicants who meet the essential criteria for the role, will be offered an interview.

The closing date for applications is **9am 13<sup>th</sup> November 2024**.

*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.*

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