



## **Job Description**

Job Title: Commercial Business Coordinator

Responsible to: Head of Commercial Business Development

### **Bristol Beacon**

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 host over 700 events a year and welcome 400,000 visitors per year from across Bristol, the Southwest and beyond.

We are increasingly recognised nationally for our work to grow music education and participation. Our specialisms include working with underrepresented communities, including 2,500 young people with disabilities and in care. As the Music Education Hub lead for 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. We also work 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 sector leadership through our sustainability commitment to achieve net zero by 2030.

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.

## Operations

The Commercial Team are part of the Operations Team headed by the Operations and Commercial Director. Operations 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 whole Operations Team works closely and collaboratively with other departments (Marketing, Programme, Box Office, 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 our spaces and our services.

## Commercial Team

Through promoting our venue and spaces the Commercial team creates commercial opportunities which both maximise income generation from our trading activities, and complement the primary objectives of Bristol Beacon. Trading activities are run through BMT Enterprises Ltd, and include the hire of venue spaces for conferences, meetings, and other events; and the provision of Box Office services to other arts organisations.

The team works closely and collaboratively with other departments, particularly the Production Team, to handover events and to ensure a professional approach and enhance the experience of our commercial clients.

## Purpose of the Job

To support the Head of Commercial Business Development and Commercial Business Manager with administration support for the sale of commercial business space across Bristol Beacon, supporting the Commercial Team in promoting Bristol Beacon as a destination venue.

The Commercial Coordinator is an initial point of enquiry for commercial business hire and receives and follows up Commercial Business enquiries, including providing information about our venue and spaces, hire costs, facilities and associated charges, dates and availability.

## Key Responsibilities

1. To support the Commercial Business Teams sales strategy in line with our Business Plan, through following up enquiries and maintaining relationships with commercial business contacts.
2. To be an initial point of contact for commercial business/hire enquiries via email and phone, efficiently and effectively liaising with clients and potential clients, providing initial information around our spaces and availability of our spaces and passing on enquiries to the Commercial Business Manager.
3. To create efficient enquiry logs for the Commercial Business Team using your good knowledge of commercial business and our spaces to promote hire packages and provide all necessary information to clients, upselling where possible.
4. Provide high quality customer service and maintain regular and effective communication with clients and all internal and external stakeholders, striving to exceed customer expectations and adapting to the changing demands of the client professionally and

efficiently.

5. To support the Commercial Business Manager by hosting client show rounds where needed and to note all event requirements. To be knowledgeable about our spaces when assisting with show rounds and to understand Bristol Beacon's presence within the city and our communities.
6. To work with the Artifax, our event management system and the Production Team to ensure that all commercial business event requirements and expectations are communicated effectively and to liaise with the Production Team around any issues or changes to events.
7. To be pro-active and responsible for developing feedback processes and ensuring that feedback on events is received, stored, monitored and evaluated and to develop systems, including maintaining a database/resource of event feedback, to support this.
8. To provide administration support to the Commercial Team including producing client contracts, reporting and analysing event feedback and assisting the Commercial Business Manager sales reporting.
9. On a day to day basis comply with the Policies and Procedures of Bristol Music Trust.

### Employee Specification:

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

#### **Essential 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.
- Ability 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.
- Reliable, positive and flexible in response to work priorities.
- 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 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.

#### Essential Role Specific Competencies

#### PROFESSIONAL EXPERIENCE

- Recent experience of working in a commercial business environment within a busy venue or corporate business environment.
- Excellent IT skills and recent experience of the use of Microsoft Packages (Outlook, Teams, Word, Excel) and venue event management software.
- Recent experience of data inputting and preparing basic event information for staff and external clients.
- Ability to think commercially.
- Ability to build effective relationships with all stakeholders.

#### ACCURACY AND ATTENTION TO DETAIL

- Achieves a high standard of accuracy in maintaining client records and preparing information for internal and external customers/clients.

#### Special Conditions

On occasion this role may require a flexible approach to working hours to enable support for events as needed, for which time off in lieu will be applicable.

#### 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.

Please note that due to the nature of the role this is primarily an office-based role. Some occasional working from home may be agreed in advance, but a regular hybrid working pattern is not possible for this role.

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Date Created / Modified: June 2025

Created / Modified by: BMT HR

Approved by: Head of Commercial Business Development

#### Outline of Terms and Conditions:

Role:	Commercial Business Coordinator
Salary:	£25,993 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 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 9.00am Thursday 26<sup>th</sup> June 2025.

*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.*