



## Job Description

**Job Title:** Venue Crew Supervisor

**Responsible to:** Technical 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 Music Trust 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, 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.

## Purpose of the Job

This role supports the Technical Manager to ensure that our (predominantly night) venue turnarounds are well managed; ~~in a safe and~~ seamless ~~and~~ manner.

This is a hands-on supervisor role requiring confident team coordination, practical problem-solving, and the ability to plan and deliver physical tasks to a high standard. The role oversees moving seating systems, setting up platforms, laying out furniture, clearing away equipment, and ensuring any lost property is documented and stored safely.

The role also rosters, plans and coordinates work for the casual crew team alongside providing any additional support required to the Technical team.

## Key Responsibilities and Key Related Competencies

1. Lead teams of Casual Venue Crew in resetting and preparing spaces. Oversee task delivery across multiple areas of the building, ~~ensuring~~ all areas are tidy, presentable, and accurately laid out to plan and clear away unrequired equipment and ensure lost property is documented and stored safely.
2. Deliver shift briefings, assign tasks, and adjust sequencing as required.
3. Use our rostering software to accurately roster, plan and communicate shifts and allocation of team time ahead of event schedules, manage performance of team, cancellation of shifts etc. monitor focus and wellbeing during ~~night~~ shifts.
4. Train and support new crew, promoting a positive and respectful working culture.
5. Use basic tools to support minor repairs or equipment adjustments.
6. Ensure correct and safe use of seating systems, lifts, platforms, and barriers and complete layout checks, documentation, and task signoffs. Escalate operational issues or safety concerns as required.
7. Be a key holder, responsible for locking and unlocking the building when needed.
8. Maintain professional conduct in all workspaces, including public and artist areas and work in line with Bristol Beacon's values on safety, inclusion, and sustainability.
9. Provide support to the Technical Manager and team as required.
10. Set an example on the application, implementation and adherence to all Bristol Music Trust Policies and Procedures.

## Employee Specification

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

### **Core Competencies**

#### **LEADERSHIP AND MANAGEMENT**

- Is able to inspire individuals to achieve business objectives/a desired result and organise own and others activities.

#### **COMMUNICATION**

- Is able to receive and clearly give information in a courteous and effective manner to

- peers, line managers and customers.
- Listens attentively to views and issues of others.
- Builds positive working relationships.
- Demonstrates an understanding of the views of others.

#### ADAPTABILITY & FLEXIBILITY

- Is reliable and flexible in response to work priorities and issues.
- Is able to problem solve and be calm and level-headed under pressure.
- Adapts and works effectively in different situations, puts difficulties into perspective for self and others.

#### CUSTOMER SERVICE

- Seeks to understand customer requirements, from both internal and external stakeholders, and delivers services that are responsive to diverse customer needs.
- Meets customer needs through excellent customer service.
- Is able to give timely advice to customers and direct team members 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.
- Effective delegation, performance monitoring and motivation of team.

#### PLANNING & ORGANISATION

- Provides work on time and to required standard.
- Planning a wide range of regular tasks, creating realistic work schedules for self and others.
- Is able to respond positively to the changing priorities of the business and team.

#### Role Specific Competencies

##### VENUE EXPERIENCE

- Experience supervising teams in venues, events, theatre, or similar environments.
- Ability to motivate, train, and coordinate casual **crewassistants** effectively.
- Confidence in multi-tasking and managing work across multiple areas.
- A calm, solution-focused approach to challenges or last-minute changes.
- Strong attention to detail and pride in delivering high presentation standards.
- Familiarity with tools and carrying out small venue fixes or adjustments.
- Ability to read and follow floorplans and layout documents.
- Good understanding of manual handling and health & safety procedures.
- First aid trained (or willing to undertake training – provided).
- A reliable, practical, and approachable working style, with pride in getting the job done well and inspiring others to achieve good results.

##### Desirable

- Knowledge of safe manual handling practices.
- An interest in live events and arts environments.

#### Special Conditions

The post holder is required to work flexibly according to the business requirements of the organisation, working a shift pattern which includes nights, weekends and bank holidays and some days and evenings.

This role involves night work and a regular health assessment (including a health assessment before starting in the role) will be provided.

### Other Duties

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

### Place of Work

You will usually be based at 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: September 2025, Bristol Beacon People Team  
Approved by: BB People Team

### Outline of Terms and Conditions:

Role: Venue Crew Supervisor

Contract: Permanent

Hours: 37 hours per week, worked over nights, weekends and bank holidays, with some day and evening shifts required. Shift patterns and their start and finish times will often vary, and you will be required to work outside of standard business hours. However, your rota will be planned in advance.

As a guideline, typical shifts are:

- 3-5 hour night shifts, usually starting between 21:00–23:00
- Alongside daytime shifts (9.00am – 5.30pm) depending on event needs
- Evening shifts and some day shifts collectively make up the 37 hour week

Salary: £28,000 per annum

Holiday: 24 days leave plus bank holidays, increasing by one day each year to 29 days after 5 years of continuous service

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 the application form 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 our Application Guidance when writing your application in order to make the best of your application and to be aware of what we are looking for in shortlisted applicants.**

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 contact our People Team [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. **We particularly encourage and support applications from disabled and ethnically diverse backgrounds as these groups are currently underrepresented within the arts and culture sectors**

Closing date: **Monday 6 October 2025 at 9am**, however we may meet candidates for interview as applications are received as we want to move forward quickly with this role.

*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.*