



Job Description

Job Title: Schools Relationship Manager

Responsible to: Music Hub Manager

Responsible for: Music Hub Administrators

Bristol Beacon

Bristol Beacon's purpose is to unite people through the joy of live music. As a renowned venue and award-winning music education hub, we achieve this through a remarkable, diverse and inspiring programme of live music performance, participation and learning.

Our broad performance programme encompasses music of all genres from classical, jazz, folk and roots, to rock, pop, electronic music, and genre-defying festivals, as well as local choirs, orchestras, and schools. 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 lead for the region, 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 ensembles every year. Our community programme works with people in all sorts of setting across the city to feel inspired and connected through music, including children under five, those from low-income families, adults living in social isolation or with complex health needs, and children in care and care leavers.

We play a vital role as a civic space for the city, facilitating meetings, hosting large-scale conferences and fairs, community workshops, providing café, bar and restaurant spaces, and hosting a range of performances beyond music.

In 2023 we opened our transformed concert halls in central Bristol after a once-in-a-generation redevelopment programme, including the 2,100-capacity Beacon Hall, 500-capacity Lantern Hall, and a brand new education and development space in the historic cellars, dedicated to developing new talent and skills and incorporating a new performance venue aimed at young people and emerging artists.

We have ambitious sustainability and access goals as a forward-thinking, modern venue and organisation; playing our part as a sector-leader in our approach to this work.

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, inclusion, wellbeing, and staff engagement, so that our team can be their best selves at work.

Bristol Beacon is operated by Bristol Music Trust, which was established in 2011 as an independent charity to operate Bristol Beacon as a venue and as the lead organisation of the region's music education hub.

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

This role works collaboratively within the Music Hub team, is outward facing to schools and has successful and strong relationships with schools to support the delivery of music education provision within their settings. The Schools Relationship Manager is a day to day first point of contact for schools within our membership scheme, supporting their recruitment into our membership programme, maintaining up to date membership agreements and overseeing terms and conditions with schools.

This role also oversees admissions processes across all programmes and activities, ensuring they are administered to a high standard through building good effective relationships with parents, schools, music tutors and practitioners, colleagues, and other key contacts. The Schools Relationship manager is a key user of SpeedAdmin and manages data collection across all school programmes, playing a key role data return to external funders.

The role also oversees all operational aspects of our mass schools events in Beacon Hall, providing practical support to the Creative team and managing the events on the day.

Key Responsibilities

1. Collaborate with the Music Hub Manager and wider Bristol Beacon team to ensure effective procedures underpin the planning, design, delivery, administration, and monitoring of activities in line with the key strategic outcomes of Bristol Beacon. Deputise for the Music Hub Manager as needed.

2. Build and maintain good relationships with parents, schools, and young people, alongside the promotion of opportunities, events and activities and develop and maintain partner relationships with key contacts and stakeholders associated with programme delivery.
3. Maintain good relationships with schools in relation to Bristol Musical Schools membership, this includes cultivating and recruiting schools into the membership programme, overseeing the terms and conditions, and maintaining the high standards of the agreements we have with schools through that membership. Support admissions queries and complaints from Music Tutors, parents and schools in relation to lessons, timetabling and membership.
4. Oversee all operational aspects of CLE Schools Mass events including KS2 Summer/Winter Sings, KS1 singing workshops and Secondary/Sixth Form/MAT Takeovers. This involves risk assessment, planning ingress/egress, communicating clearly with schools and planning staffing rotas.
5. Take a shared responsibility for admissions, including managing a high volume of enquiries and coordinating and managing bookings and enquiries for Creative Learning and Engagement programmes, and support to ensure administration processes are maintained to a high standard and support pressure points throughout the performance year.
6. Oversee the work of the Music Hub Administrators to accurately record school timetable information, utilising SpeedAdmin to best effect to enable the financial management of charges to schools, and that information is disseminated to schools and tutors in a timely manner, including supporting CPD activity.
7. Take a lead role for SpeedAdmin, developing and implementing data collection procedures and analysis to assist in preparing statistical returns and outcomes set by Bristol Beacon and its funders. Maintain a relationship with the developers of Speed Admin and request any developments needed for the system.
8. Working with the Music Hub Manager and with support from the Music Hub Administrators, manage and oversee the processing of Music Tutor records of hours for both employed Music Tutors and Freelance Music Practitioners, ensuring data is accurate, received in a timely manner and in line with scheduled activities before authorising and processing in SpeedAdmin, working closely with the finance team.
9. Support the coordination of Music Tutors and Freelance Music Practitioners in schools through passing any Hub admin service complaints to the Music Hub Manager and Music Practitioner complaints to the Whole Class and Progression Lead. Support the collation and distribution of pupil reports.
10. Work with the People Team to provide accurate and timely information for the production of Freelance Music Practitioner contracts and DBS checks and coordinate the administration process for new practitioners providing work for Bristol Beacon. Support the Whole Class and Progression Lead with music tutor and Music Centre Assistant interviews.
11. Work with the wider Beacon team, supporting the resourcing of activity. Provide support to ensure that projects are adequately resourced and support the Music Hub Manager with any requirements for projects or activity. Maintain strong relationships with the

Senior Finance Officer and Marketing Officer with key responsibility for CLE and use Speed Admin resources for Marketing purposes.

12. Be a Designated Safeguarding Officer and work to ensure the BMT Safeguarding Policy is adhered to within areas of responsibility and monitor safeguarding requirements across the Music Education Hub, immediately highlighting concerns where appropriate.
13. Line manage and inspire the Music Hub Administrators. Manage their workloads, capacity, and resources through objective setting, regular 1:1 meetings, and identification of training and development needs. On a day-to-day basis comply with the Policies and Procedures of Bristol Music Trust and as a line manager set an example on the application and adherence to all Bristol Beacon Policies and Procedures.

Employee Specification

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

Core Competencies

LEADERSHIP AND MANAGEMENT

- Ability to organise own and other's activities
- Maintains effective relationships with individuals and the team as a whole

COMMUNICATION

- Is able to effectively exchange detailed information to a broad range of staff, demonstrates an understanding of the views of others and communicates in a realistic manner.
- Conveys and receives information effectively and builds positive working relationships.
- Excellent and accurate written communication.

ADAPTABILITY/FLEXIBILITY/PROBLEM SOLVING

- Is reliable and flexible in response to work priorities and issues.
- Adapts and works effectively in different situations, in order to carry out a variety of tasks and remains calm and level-headed under pressure.

CUSTOMER SERVICE

- Understands customer requirements and delivers services that are responsive to diverse customer needs
- Provides an excellent service to meet internal and external customer needs.
- Ability to advocate and promote programme to different existing and potential stakeholders.

PLANNING AND ORGANISATION

- Provides work on time and to required standards, is able to organise own time effectively and set realistic timescales.
- Planning a wide range of recurring tasks, is able to prioritise and prepare in advance.
- Is able to respond positively to changing priorities of the business.

TEAMWORK

- Has the ability to work effectively as part of the team, works cooperatively and flexibly with other members of the team with a full understanding of the role to be played as a team member to achieve a common goal.

- Covers others and has consideration of needs and skills of others.
- Acts in a supportive manner to the team and effectively delegates and motivates where required

Role Specific Competencies

ADMINISTRATION

- Knowledge of the education administration environment, particularly in relation to music and arts or cultural/creative settings.
- Excellent IT skills (Microsoft Excel, Word and Outlook, data management software) and at ease with learning and investigating new IT systems
- Ability to prioritise and manage workloads effectively, set realistic deadlines and work in a systematic way.

ACCURACY AND ATTENTION TO DETAIL

- A high standard of accuracy in maintaining and preparing information for internal and external customers.
- Able to work methodically, paying attention to detail and able to check own work for errors.

MUSIC EDUCATION

- An understanding of the role of music education hubs, arts, and community engagement.
- Working knowledge of safeguarding.
- Experience of coordinating activities or events for young people.
- Experience of timetabling or organising large numbers of people.

Occasional Duties

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

The post-holder will be required to work flexibly, including evenings, weekends, and bank holidays, as required, to support a range of education and related activity and events.

Place of Work

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

Date created / modified: April 26
 Created by: MH Manager and BB HR
 Approved by: BB HR

Outline of Terms and Conditions:

Role: Schools Relationship Manager

Salary: £29,185 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.

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 at HR@bristolbeacon.org

Reasonable adjustments will be made for applicants if required, please let us know if you have any needs.

The closing date for applications is 9.00am Thursday 14th May 2026.