



Job Description

Job Title: Commercial Business Coordinator

Responsible to: Commercial Business Manager

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.

Purpose of the role

As the Commercial Business Coordinator, you will play a key role in supporting Bristol Beacon's charitable objectives by helping to generate and maximise income from commercial venue hire. You will be the first point of contact for many commercial enquiries, assessing whether we are able to take the enquiry forward by checking the diary and the nature of the event against Bristol Beacon's values.

You will handle simple enquiries, such as meeting room hire, from start to finish using Bristol Beacon's venue hire processes. This will include agreeing contract terms, arrival times and catering requirements. For more complicated enquiries, such as hire of Bristol Beacon's halls, the Commercial Business Coordinator will take the enquiry to the point where the contract has been signed, and hand it on to the Production team to advance.

The Commercial Business Coordinator will provide administrative support to the wider Commercial team, for example helping to compile reports and maintaining Bristol Beacon's venue hire presence across key venue promotion platforms and directories.

People, accessibility and inclusion are at the heart of everything we do at Bristol Beacon, and this role is no exception. The Commercial Business Coordinator will provide exceptional customer service to everyone who enquires, ensuring that everyone who comes to Bristol Beacon feels welcome, regardless of the reason for their visit.

Key Responsibilities

You will be responsible for	You will do this by
Commercial Sales Support	• Supporting the Commercial Business Manager in delivering the commercial sales strategy and achieving revenue targets. • Acting as the first point of contact for commercial venue hire enquiries via phone, email and other channels. • Providing prospective clients with information on venue spaces, availability, pricing, facilities and services. • Qualifying enquiries and identifying opportunities to maximise revenue through package sales and upselling opportunities. • Managing end-to-end enquiries for smaller meetings and events, from initial enquiry through to confirmation and advancing. • Preparing and issuing client proposals, contracts and associated booking documentation. • Building and maintaining positive relationships with clients to encourage repeat business and referrals.
Client Experience and Venue Promotion	• Acting as a welcoming and knowledgeable ambassador for Bristol Beacon and its commercial offer. • Developing a strong understanding of Bristol Beacon's spaces, facilities and role within the city to effectively

	promote the venue. Delivering excellent customer service and ensuring client expectations are met or exceeded throughout the customer journey.
Event Coordination and Problem Solving	- Coordinating booking requirements and ensuring all client information is accurately captured and communicated to internal teams. - Working with Artifax and other internal systems to maintain accurate booking and event records. - Liaising with Production, Operations, Catering and other teams to ensure smooth event planning and delivery. - Taking a proactive approach to problem solving, identifying issues early and working collaboratively with colleagues and clients to find effective solutions. - Responding positively and professionally to changing client requirements and operational challenges.
Administration, Reporting and Continuous Improvement	- Maintaining accurate enquiry records, booking information and client data. - Supporting the Commercial Business Manager with sales reporting, pipeline management and commercial performance monitoring. - Collecting, monitoring and analysing client feedback to identify opportunities for service improvement. - Contributing ideas and recommendations to improve commercial processes, systems and ways of working.

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 in a courteous manner to a range of stakeholders, adapting approach as needed
- Builds positive working relationships.
- Excellent and accurate standard of written and verbal communication.

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 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..

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.

Date Created / Modified: July 2026

Created / Modified by: Commercial Business Manager

Approved by: People Team

Outline of Terms and Conditions:

Role: Commercial Business Coordinator

Salary:	£28,000 per annum
Contract:	Fixed term until 1 August 2027. This role is offered as a fixed-term contract whilst the substantive post-holder is seconded into a different role.
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

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

The closing date for applications is **Monday 17 August 2026 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.