



Job Description

Job Title: **Artifax and Internal Events Coordinator**

Responsible to: Production Manager

Bristol Beacon

Run by Bristol Music Trust, and known as **Bristol Beacon**, we were established in 2011 to run the South West's largest concert hall and promote musical excellence, creative learning and engagement. We announced our new name in September 2020. Bristol Beacon is a symbol of hope and community. A focal point for music and a place of welcome, warmth and light.

Our vision is to unite people through the joy of live music. We achieve this through a diverse programme of inspirational musical experiences, which offers something for everybody and encompasses music of all genres including classical, jazz, folk, world, rock, and pop, 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 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 programme, in partnership with The National Foundation for Youth Music and Paul Hamlyn Foundation, works with children under five from low-income families, adults in social isolation/with dementia, children in care/care leavers and community musicians.

In 2023 we will open our newly refurbished concert halls in central Bristol with a new Music Education Centre in the cellars. This will be a completely new space dedicated to music teaching and incorporating a new performance space aimed at young people and emerging artists.

Operations

Operations as a whole 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 team is also responsible for ensuring that appropriate controls are in place to meet all legal and regulatory requirements.

The Production Manager heads the Production Office which sits within the Operations Team headed by the Chief Operating Officer. The Production Office sits alongside the Facilities Team which is responsible for looking after the buildings and facilities and planned and reactive maintenance, health and safety,

housekeeping (site management and presentation standards), and environmental sustainability. The Production Manager and Facilities Manager report to the Operations Manager who is responsible for the overall running of the operational areas in Bristol Beacon to achieve high building and performance standards.

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.

Production Office

The Production Office includes the Event Coordinators, Artist Liaison, the Artifax Coordinator, the Front of House team and the Technical team. The Production Office is responsible for delivering all events at Bristol Beacon and Beacon Music Centre, including all genres of live music, comedy, commercial events, community and Music Education Hub events.

The Production Manager and the Production team are required to work flexibly according to the business requirements of the organisation, working a shift pattern which includes evenings, bank holidays and weekends.

Purpose of the Role

The Artifax and Internal Event Coordinator is central role within the Production Office team, overseeing the operation of Artifax, our event management software for our entire events programme, and leading the planning of internal events across our meeting room spaces at Bristol Beacon. The role offers key administrative support to the team and will work closely with the Production Manager to facilitate the needs of shows and events. Acting as the lead support for Artifax users across the organisation, the post holder will be able to configure and update Artifax to ensure that the system best supports our events across our Artistic, Commercial and Creative, Learning and Engagement programmes.

This is a central role within the Production Office team, acting as the lead support for Artifax users across the organisation. The role supports the functionality of Artifax, and the post holder will be able to configure and update Artifax to ensure that the system best supports our events and the main users of the system. The post holder is able to understand and manage problems with the systems software, is able to show staff how to use the system and can develop the system to meet the needs of our events.

The role involves effective and efficient administration support within the Production Office and the post holder will work closely with the Production Manager and Event Coordinators to facilitate the needs of shows and events. They will be a key Production Office contact within the organisation, overseeing the booking and planning for all internal events at both venues, approving and administering event bookings made internally through Artifax-Agora. The role also allows for the post holder to provide additional Event Coordinator support to the team when needed.

Key Responsibilities

1. To support users of Artifax by taking a lead role in overseeing the accuracy and consistency of data within our Artifax event management software in relation to Bristol Beacon spaces and event requirements for both internal and external bookings. To monitor system functionality and identify where required data is not in the system, to monitor user behaviour and identify where the system

is not being used correctly.

2. To be central point of contact for users to report issues within the system and user support for improvement and development of the system, identifying where the system is not working well and taking queries around where the system is not doing what is needed or something is not working within the software.
3. To be able to train people on Artifax and Artifax-Agora and show users the best way to use the system, provide users with specific/best functionality of the system based on their needs and develop system/user guides and process maps for best use of the system.
4. To use Artifax to configure and manipulate data and provide reports and accurate information as needed. A main function of the Artifax data will be to inform the Event Advance and Function Sheet to be used on the day of the Event by the Operations team.
5. To ensure the accuracy of financial data within the support and ensure that all costs are captured and the correct reports for financial settlements can be produced. To understand the functionality between Artifax and StaffSavvy rostering data, ensuring that the integration between these systems is there.
6. To coordinate bookings within the Artifax-Agora system, our internal bookings system. To approve bookings within the system and check for clashes. To liaise with the booking user and check the data within Artifax on behalf of the Operations Team to ensure that internal bookings can work alongside event bookings within Artifax.
7. To check requirements for events, forward plan and have an understanding and instinct of what is needed for events, particularly for high profile events. To liaise with the relevant team or individual where requirements may not have been sufficiently planned and recorded..
8. To be dynamic and manage changes to Artifax-Agora where there additional or late requirements, managing those changes and being reactive to changes on a day to day basis. Where needed liaising with relevant teams e.g. Technical, moving events around where needed to meet all needed. To forward plan for events in Artifax, blocking out time to reconfigure events as needed.
9. Provide support as needed in the Event Coordinator role, this will include gathering and reviewing Health and Safety documentation for all shows, raising any concerns in a timely manner to other operational departments and/or the Production Manager, capturing all additional event-related costs and creating financial settlements for shows and events, ensuring accuracy of information and supporting with event logistics as required and to liaise with our inhouse caterers, raising any concerns.
10. To have excellent people and organisation skills and the ability to plan, oversee and understand what is required within a busy Production Office and make changes within our systems as needed to ensure the smooth running of events. To be able to build effective relationships with internal and external stakeholders including our inhouse caterers.
11. Support the Event Coordinator role through liaising with hirers, promoters and agents at the point of contract handover to the Production office, coordinating logistics and working with the internal client team (Programme, Commercial or CLE) to finalise contracts and hiring agreements and other documents as required.
12. To be an administrator for the Production Office Team, including minuting Production Office and other meetings and providing administrative support to assist the day to day running of the Production

Office including answering queries to the Production Office or redirecting enquires and providing support for booking enquires.

13. On a day to day basis comply with the Policies and Procedures of Bristol Music Trust.

Employee Specification:

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

Core Competencies

COMMUNICATION

- Able to communicate in a professional and friendly manner with clients and colleagues.
- Able to communicate confidently and assertively to meet objectives.
- Listens to the views and issues of others.
- Conveys and receives information effectively and builds positive working relationships both internally and externally.

ADAPTABILITY/FLEXIBILITY/PROBLEM SOLVING

- Adapts and works effectively in different situations, in order to carry out a variety of tasks and remains calm and level-headed under pressure.
- Remains positive and puts difficulties into perspective.
- Reliable and flexible in response to work priorities and issues.

CUSTOMER SERVICE

- Provides an excellent level of customer service both internally and externally.
- Seeks to provide added value where appropriate.
- Understands customer requirements and is able to deliver services to meet a diverse range of needs across the organisation.

PLANNING AND ORGANISATION

- Provides work on time and to required standards.
- Planning a wide range of recurring tasks.
- Able to organise, manage and prioritise workload in an efficient manner.
- Is able to respond positively to changing priorities of the business and work effectively as part of a team.

TEAMWORK

- Works co-operatively and flexibly with peers to achieve common goals.
- Ability to work effectively as part of a team with consideration of needs and skills of others.
- Proactive in taking on additional tasks, covers others and acts in a supportive manner to the team.

Role Specific Competencies

PROFESSIONAL EXPERIENCE

- Experience with venue event management software (i.e. Artifax) and at ease with learning and investigating new IT systems.
- Demonstratable excellent IT skills with recent experience of the use of Microsoft Packages (Outlook, Teams, Word, Excel).
- Excellent administration skills and the ability to plan, organise and make changes to information on a daily basis.
- Recent experience of data inputting and preparing basic event information for staff and external

- clients.
- Good financial acumen, the ability to manage, calculate and interpret financial information.
- The ability to build effective relationships with all stakeholders.
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- Recent experience of working in a busy live events environment either through a recent events role, working at festivals or your own creative experience.
- A basic understanding of event health and safety.

ACCURACY AND ATTENTION TO DETAIL

- Achieves a high standard of accuracy in maintaining client records and preparing information for internal and external customers/clients.
- Able to work methodically, paying attention to detail and is able to check their own work for errors.

Desirable:

- An interest or experience of working in the Education, Arts or Charities sector.
- Experience working across a wide range of music, corporate and community events
- experience working with caterers to plan events

Special Conditions

This role requires the post holder to work flexibly across the week to complete their duties, and we will roster this role to work alternative or additional days (including evenings, weekends and bank holidays) to meet the requirements of your role, and these hours will be agreed in advance in accordance with the requirements of the Bristol Music Trust.

Occasional Duties

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

Place of Work

Your usual place of work is Bristol Beacon, Central Bristol or Beacon Music Centre in Southmead, but you may be required to work at other locations that are reasonably placed, including external venues.

Date created / modified: December 23

Created by: Production Manager and BMT HR

Approved by: BMT HR

Outline of Terms and Conditions:

Role:	Artifax and Internal Events Coordinator
Salary:	£24,675 per annum
Contract:	Permanent Internal Appointment
Hours:	Full-time

All other terms and conditions are continuous.

Application Procedure

This is a new role within the Production Office that has been created to support our new structure for reopening. If you are interested in applying for this role please email your expression of interest detailing how you meet the Essential Criteria for the role, with the Key Responsibilities for the role in mind, to Steffy

Clements, **Production Manager** steffy.clements@bristolbeacon.org and copy this to hr@bristolbeacon.org

If you have questions around the role or would like a conversation around how your experience is transferable to this role, please get in touch with Alison Williams, People Manager alison.williams@bristolbeacon.org or with Steffy.

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

The closing date for applications is **9.00am Monday 22nd January 2024.**