



## Job Description

**Job Title:** Assistant House Manager

**Responsible to:** House Manager

**Responsible for:** Front of House Casual Staff

### 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.

## Operations

The House Management team are part of the Operations Team headed by the Operations and Commercial Director. The Operations team includes the Event Coordination, Technical, Facilities and House Management teams.

Operations are 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 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.

## House Management

The House Management team ensure the smooth running of all spaces, throughout Bristol Beacon.

Our House Management team are passionate about delivering outstanding events. The team provide a welcoming, efficient service to our audiences, visitors, participants, customers and clients and ensure that everyone using our spaces has an exceptional experience. No two days are the same, and the team anticipate challenges and ensure the seamless running of every event.

The House Management team are a first point of contact for visitors and audiences of our spaces and are welcoming, knowledgeable ambassadors for Bristol Beacon, who ensure a quality, safe experience for all users of our spaces and contribute to repeat event bookings through the high event standards we provide.

## Purpose of the Role

The Assistant House Manager (AHM) assists in the day to day management of Front of House facilities throughout our venues, both Bristol Beacon and Beacon Music Centre and is responsible for the day to day management of our facilities and events, managing large scale music events in our spaces (Beacon Hall 2,196 capacity, Lantern Hall, up to 500, Weston Stage up to 200 and our Foyer which hosts events of 200 up to 2,000) and ensuring high standards of customer service and care.

The Assistant House Manager acts as the senior operational lead on duty for designated events and is responsible for ensuring the safe, efficient and customer-focused delivery of live events. The AHM is a first point of contact for visitors, audiences, clients and contractors and is knowledgeable about our spaces, events and facilities.

## Key Responsibilities

### Front of House Operations

1. Assist the House Managers in the management of all Front of House services within the venue to ensure high standards of customer service and care, and to maximise income.
2. Manage shows and events across our spaces and across a range of musical genres and

commercial events, ensuring audience and visitor safety. Work closely with colleagues within the organisation and support the House Managers to deliver a quality service to a wide variety of users and communicate with a wide variety of users and stakeholders including Casual Staff, Internal Partners, including Graysons and Bristol Loaf and our security teams. As part of the House Management Team, work with the House Managers to lead, manage, and motivate the Casual Steward Front of House team to provide excellent customer service.

3. Efficiently use Artifax, our event management system, to forward plan and meet the set-up requirements for all events, including resourcing of supplies and equipment. Coordinate room style set-up and any catering requirements for commercial events and artist shows, liaise with caterers, ensure the delivery of any refreshments or equipment are on time and to a high standard.
4. Support the House Managers to efficiently roster and communicate with Casual Steward staff to resource our shows and events.
5. Be responsible for checking stock levels for events with supplier, including Grayson's and the Facilities Team for Commercial/Conferencing event supplies. Monitoring any of our own stock items i.e. for Commercial/Conferencing events and reporting any items that need replacing/ordering for the effective and efficient running of events.
6. Work to ensure that all areas of the premises are well maintained and presentable at all times, working with the Facilities Team as required to ensure areas are clean and well maintained. Assist in monitoring and developing the overall experience for audiences, artists, customers and clients seeking continuous improvement in front of house operations.

### **Customer Service**

7. Be a visible presence in the building, actively greeting audience members, visitors and users of our spaces and artists for shows and events, across all areas of the venue, ensuring they receive an exceptional welcome. Be the key point of contact during the delivery of events and work with the client/artist to solve any operational issues that may arise, briefing/working with any other staff across the organisation as required to ensure the success of the event.
8. On non-show/event days greet and assist visitors and contractors to our spaces, allocate and manage contractor passes and receive deliveries, liaising with appropriate staff as required to direct visitors to our spaces. Respond to any day to day matters, issues or complaints arising throughout either of our buildings appropriately.
9. For day and evening shows and events, respond to any issues and complaints, liaising with appropriate staff members as required.
10. Have a proactive approach to access needs, have an overview and awareness of access needs, including providing any support required to guests with access needs or disabilities.
11. Model high standards of customer service and care to ensure the best experience and ensure that our casual team understand and can deliver exceptional levels of customer service.
12. Be an ambassador for Bristol Beacon by being fully conversant with the facilities, programme of events and services that Bristol has to offer and be able to discuss requirements and pass on enquiries as appropriate.
13. Wear a uniform or smart dress and be easily identifiable as a member of Bristol Beacon

Staff.

### Health and Safety

14. Ensuring the premises license, health & safety requirements, security requirements, and any legal standards are complied with, that opening and closing procedures are adhered to, and that all are in line with company policies and standards. Lock and unlock our buildings as needed and ensure that the buildings (Bristol Beacon and Beacon Music Centre) are properly secured and alarmed at the end of the final shift of the day as required.
15. Assist in training, testing, and carrying out of emergency evacuation procedures to ensure that audiences and visitors experience a safe and enjoyable visit. Lead the evacuation of visitors/staff from the building in an emergency and be fully conversant with BMT's emergency procedures. Be trained in first aid and able to monitor first aid stock levels.
16. Take operational leadership during live incidents and emergency situations, making clear and confident decisions under pressure.

### Leadership

17. Line management of Front of House casual staff team to include training and monitoring of casual staff performance, reporting to the House Managers on standards achieved and developments required. Ensuring the team are correctly uniformed in line with company standards, understand the importance of personal hygiene and that the team are punctual, polite, courteous and helpful to all guests, customers and colleagues at all times.
18. Inspire and organise the Front of House Casual team, organise the Casual Steward Team time on shift, including giving a team briefing where required ahead of shift, and set an example on the application, implementation and adherence to all Trust Policies and Procedures.

### Employee Specification

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

#### **Core Competencies**

##### **LEADERSHIP**

- Provide effective leadership and values to the team, passing on own skills and knowledge where possible.

##### **COMMUNICATION**

- Excellent and accurate standard of written and verbal communication.
- Builds positive working relationships.

##### **ADAPTABILITY/FLEXIBILITY/PROBLEM SOLVING**

- Is receptive or contributes to new ideas and approaches and adapts accordingly.
- Ability to handle conflicting priorities and deal with unusual incidents.
- Remains calm and positive under pressure and puts difficulties into perspective.
- Is able to problem solve and develop solutions.

##### **CUSTOMER SERVICE**

- Builds rapport and sustainable relationships with clients, customers, patrons and artists – seeking pro-actively to understand their needs and satisfaction levels and provide added

value.

- Actively seeks customer/client, patron and artist feedback and provides an excellent service to meet internal/external customer/client needs.

#### TEAMWORK

- Seeks ideas and input of colleagues in own and other teams to make best use of team expertise and improve team performance.
- Covers others, working effectively as part of the team, acting in a supportive, considerate manner to the team.

#### PLANNING & ORGANISATION

- Workload delivered within deadlines and to agreed standards.
- Responds positively to changing priorities and can re-plan accordingly.

#### Role Specific Competencies

##### VENUE MANAGEMENT

- Minimum 3–5 years' experience within a live entertainment, theatre, arena, music or large-scale events environment.
- Significant supervisory or management experience within a busy live events, entertainment or cultural venue setting.
- Proven experience managing and leading operational teams during live performances, concerts, conferences and large-scale public events with high audience capacities, including evening and weekend operations.
- Previous experience organising event set-ups including meetings, conferences, parties and weddings to specified client requirements, including client liaison and coordination of staff/resource schedules.
- Proven experience delivering excellent customer service and responding effectively to customer needs and incidents under pressure.
- Strong understanding of audience safety, venue compliance and emergency procedures.

##### TECHNICAL AND NUMERACY

- Previous experience of using venue management software.
- Is able to understand spreadsheets, process numerical information and communicate this information to other key members of staff.

##### HEALTH & SAFETY

- Has a working knowledge (theory and practice) of Health & Safety regulations, requirements and guidance including license regulations of running a bar and an entertainment venue and risk assessment.

#### Desirable

- Health & Safety qualification
- First Aid qualification
- Personal Licence Holder
- Experience using Artifax or similar event management systems
- Experience working in music venues or concert halls
- Experience line managing large casual workforce teams

#### Special Conditions

This is a highly operational live events role requiring regular evening and weekend working in line with the venue's performance schedule.

The successful candidate must be comfortable working frequent late-night finishes, weekends, and bank holidays as part of a busy live music and events environment.

### Occasional Duties

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

### Place of Work

Your usual places of work are Bristol Beacon and Beacon Music Centre, but you will be predominantly based at Bristol Beacon, and you may be required to work at other locations that are reasonably placed.

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Date Created / Modified: Aug 2026  
Approved by: BB People Team

### Outline of Terms and Conditions:

|                      |                                                                                                                                                                        |
|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Role:                | Assistant House Manager                                                                                                                                                |
| Salary:              | £29,706 per annum                                                                                                                                                      |
| Contract:            | Permanent                                                                                                                                                              |
| Hours:               | Full-time, 37 hours, working a flexible rota over 7 days per week, including evenings, weekends and bank holidays. Our rota is provided at least one month in advance. |
| 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 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.**

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**

If you have specific question about the role, then for an informal chat please contact the People team on [hr@bristolbeacon.org](mailto:hr@bristolbeacon.org)

Closing date – 9.00am Monday 14<sup>th</sup> September 2026

*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.*