



Job Description

Job Title: Assistant House Manager

Responsible to: House Manager

Responsible for: Front of House Casual Staff

Bristol Beacon

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.

Operations

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

Operations 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 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.

Front of House

The Front of House Team ensure the smooth running of all Front of House spaces, throughout Bristol Beacon.

Our Front of House 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 Front of House 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 AHM plays a key coordinating role in the set-up and delivery of events and meetings, ensuring that all events run efficiently and smoothly whilst the venue is in use and that high standards of customer service and care are maintained at all times. 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 Manager 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 FOH Team, work with the House Manager 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 Manager and the Lead AHM for rostering 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.

Leadership

16. Line management of Front of House casual staff team to include training and monitoring of casual staff performance, reporting to the House Manager 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.
17. 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

- Previous experience of team working in a similar large scale, multi-purpose venue.
- Previous experience of managing large scale shows and events within the arts/entertainment industry.
- Proven experience of providing excellent standards of customer care and understanding customer needs.
- Previous experience of organising event set-up including setting up meetings, conferences, parties, weddings to specified requirements, client liaison and organising others time.

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.

Special Conditions

You will be required to work during the daytime and evenings to cover operational front of house requirements as required. The post will also involve working weekends and some bank holidays. Your shift pattern will be agreed in advance with your line manager in accordance with the requirements of the Bristol Music Trust.

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.

Date Created / Modified: June 2025
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.**

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

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

Closing date: 9.00am on Thursday 10th July 2025

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.