



Job Description

Job Title: Casual Venue Crew

Responsible to: Venue Crew Supervisor

Bristol Music Trust

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.

Purpose of the Job

As Casual Venue Crew, you will be responsible for setting up and resetting our venue spaces, mainly overnight, and assisting with event get-ins and get-outs across a wide range of event types. The role involves carrying out practical and physical tasks to support the smooth running of our diverse programme, ensuring the venue is prepared and ready for the next scheduled event. This includes moving seating systems, setting up platforms, laying out furniture, supporting the loading and unloading of equipment, clearing away unrequired items, and documenting lost property.

Key Responsibilities and Key Related Competencies

1. Set up and reset venue spaces including seating, platforms, barriers, and furniture. Clear away unrequired equipment and ensure lost property is documented and stored securely.
2. Assist with event get-ins and get-outs, supporting the safe and efficient loading and unloading of equipment as directed.
3. Follow layout plans and supervisor instructions to ensure accurate and safe setups.
4. Use basic tools to assist with simple repairs or adjustments.
5. Support safe handling and movement of equipment, including wagons, risers, and lifts, following health & safety procedures and always using appropriate PPE. Maintain tidy, hazard-free workspaces throughout each shift.
6. Support recycling, safe disposal, and reduced waste handling.
7. Maintain professional conduct at all times when working in public or artist areas. Work in line with Bristol Beacon's values on safety, inclusion, and sustainability and contribute to a positive team culture, attending regular check-ins or briefings.
8. 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

- Is able to exchange basic information in a courteous and effective manner to peers, line managers and customers.
- Builds positive working relationships.
- Demonstrates an understanding of the views of others.

ADAPTABILITY & FLEXIBILITY

- Is reliable and flexible in response to work priorities and issues.
- Is able to problem solve.
- Adapts and works effectively in different situations, in order to carry out a variety of tasks.
- Able to undertake sustained physical work and manual handling tasks safely and effectively, using team lifting or mechanical aids where required.

CUSTOMER SERVICE

- Seeks to understand customer requirements, from both internal and external

- stakeholders, and delivers services that are responsive to diverse customer needs.
- Meets customer needs through excellent customer service.

TEAMWORK

- Has the ability to work effectively as part of a team.
- Covers others and has consideration of others needs and skills.
- Acts in a supportive manner to the team.

PLANNING & ORGANISATION

- Provides work on time and to required standard.
- Planning a wide range of regular tasks.
- Is able to respond positively to the changing priorities of the business and team.

Role Specific Competencies

VENUE EXPERIENCE

- Previous experience in a venue, events, or similar operational role.
- Comfortable with sustained manual handling and physical work.
- Able to read and follow basic layout or floor plans.
- Familiar with using tools and assisting with simple repair tasks.
- Reliable, punctual, and calm under pressure.
- Someone who takes pride in presentation and doing the job properly.
- Professional and respectful when working in shared, public, or artist spaces.

Desirable

- Basic knowledge of technical systems including lighting, sound, video and staging.
- Knowledge of safe manual handling practices.
- An interest in live events and arts environments.

Special Conditions

The post holder is required to work flexibly according to the business requirements of the organisation, working a shift pattern that is predominantly nights, including weekends and bank holidays, but the role may include some evening and day shifts depending on business requirements.

This role involves night work and a regular health assessment (including a health assessment before starting in the role) will be provided.

Other Duties

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

Place of Work

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

Date Created / Modified: August 2026, Technical Manager / Bristol Beacon People Team
Approved by: BB People Team

Outline of Terms and Conditions:

Role: Casual Crew

- Contract: This role will be offered on a casual contract basis (worker status)
- Hours: Bristol Beacon makes no guarantee of hours. Applicants must be available to work flexibly when work is offered, and you will be offered night shifts, including shifts at weekends and bank holidays, and also at times during the evening and day. Shift patterns and their start and finish times will often vary, and you will be required to work outside of the standard business hours. In return we do not ask for a minimum number of hours from you and shifts will be planned and offered in advance
- As a guideline, typical shifts are:
- Night shifts (minimum 4 hours), usually starting between **21:00–23:00**
 - Occasional **daytime shifts** (minimum 3 hours) depending on event needs
 - Typically **1–2 shifts per week**, with the potential to increase over time
- Hourly Rate: £13.45 per hour
- Holiday: 28 days holiday (including 8 days bank and public holidays) per year pro-rata, accrued based on hours worked. Holiday is then paid to you as it is accrued, within each pay period.
- Pension: Bristol Beacon have a group contributory Pension Scheme with a 5% employer contribution, and a minimum employee 4% 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**

Closing date: **9.00am Tuesday 1st 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.