



Job Description

Job Title: Event Coordinator

Responsible to: Events Manager

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

Operations as a whole, is responsible for ensuring that Bristol Beacon'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 and Events Manager head the Production Office which sits within the Operations Team headed by the Director of Operations and Commercial. 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. They also work closely with the House Management Team which is responsible for front of house operation during events, overseeing audience experience, promoter relations, stewarding and staffing, public safety, crowd management, access requirements and customer service to ensure the safe and smooth delivery of each event once doors open. The Production and Events Manager, Facilities Manager and House Managers report to the Director of Operations and Commercial who is responsible for the overall running of the operational and commercial 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

Headed up by the Production and Events Manager, The Production Office includes the Event Manager, Event Coordinators, Production and Events Coordinator, and the Technical team. The Production Office is responsible for planning and delivering all events at Bristol Beacon and Beacon Music Centre to high access, customer service, and technical standards.

Purpose of the Role

The Event Coordinator is responsible for leading the advance planning of a wide variety of events at Bristol Beacon, Beacon Music Centre and on occasion, other partner venues. This will involve all genres of live music, comedy, commercial events, community and Music Education Hub events.

It is a central role within the Production Office team, acting as the lead contact for both external and internal clients once an event is handed over to the Production Office team, and working closely with the Technical, House Management and Facilities teams to ensure all aspects of events are thoroughly planned, communicated and delivered.

The role leads on the effective and efficient administration of Production Office processes, including Artifax management, collating and reviewing Health and Safety information, creating financial settlements and invoicing, preparing Event Advance documentation, and liaising with promoters, partners and colleagues to build strong and effective working relationships.

The post holder will work closely with the Programme, Commercial and Creative Learning and Engagement Teams to facilitate the needs of shows and events.

Key Responsibilities

1. To work collaboratively across the Production Office and wider Bristol Beacon departments to receive shows and events, leading and coordinating the full advance process once a contract/deal is agreed, taking ownership of event coordination from handover through to delivery.
2. To use Artifax to manage and advance shows and events, working alongside the Programme, Commercial and Creative Learning and Engagement Teams to ensure that data is entered accurately and promptly.
3. To gather and review Health and Safety documentation for all shows, raising any concerns in a timely manner to other operational departments and/or the Production and Events Manager.
4. To capture all additional event-related costs, adhere to budgets and create financial settlements for shows and events, ensuring accuracy of information, and invoices are issued in a timely manner.
5. To work with external promoters, agents, commercial clients and the internal client team (Programme, Commercial, Development or CLE) on a wide range of events, from the point of event confirmation through to delivery, preparing and circulating Event Advance documentation as required.
6. Liaise with hirers and promoters to provide advice and accurate information, building and sustaining effective relationships with external clients and communicating effectively with colleagues, stakeholders and third parties.
7. Provide effective communication of show and event information to all departments within Bristol Beacon including Front of House, Facilities, Technical, Marketing and Box Office presenting an operational brief to all stakeholders at the weekly Operations Meeting.
8. Provide a high quality event management service both in advance planning and delivery, striving to exceed customer expectations and adapting to the changing demands of the client or promoter professionally and efficiently.
9. On event days, ensure all event details have been handed over to the House Management and other operational teams via Artifax and, in person, where necessary. On occasion, act as a support to event delivery, when required. For Bristol Beacon's own promotions and co-promotions, work with the wider Production Office team including Artist Liaison and Creative Producers, and other operational teams, to coordinate our range of shows and events.

10. Conduct promoter/client visits, production calls and show rounds across our programme as needed. Promote Bristol Beacon spaces as a destination venue for shows, meetings and events, working with the relevant client team.
11. Work with House Manager and wider operational teams and to be pro-active in ensuring that feedback on events is received, evaluated, and stored.
12. Provide general 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

- Recent experience of working in a busy live events environment either through a recent events role, working at festivals or your own creative experience.
- Demonstratable excellent administration and IT skills with recent experience of the use of Microsoft Packages (Outlook, Teams, Word, Excel).
- Ideally, experience with venue event management software (e.g. Artifax) or at ease with learning and investigating new IT systems.
- Recent experience of event planning, data inputting and preparing detailed Event Advance documentation for staff and external clients.
- Good financial acumen, the ability to manage, calculate and interpret financial information.
- Ability to build effective relationships with all stakeholders.
- A good 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

Special Conditions

The role holder will be required to work flexibly, including working (from time to time) alternative or additional days on events that take place during evenings and weekends and potentially some Bank Holidays to meet the requirements of the role, and these hours will be agreed in advance between yourself and your line manager in accordance with the requirements of Bristol Beacon.

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 and on occasion 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: February 2026
Created by: Production & Events Manager
Approved by: BB People Team

Outline of Terms and Conditions:

Role:	Event Coordinator
Salary:	£28,000 per annum
Contract:	Permanent
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.

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 at HR@bristolbeacon.org

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

The closing date for applications is 9.00am Monday 23rd March 2026.