



Job Description

Job Title: **Facilities Assistant**

Responsible to: Deputy Facilities Manager

Bristol Music Trust

Run by Bristol Music Trust, and now publicly 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 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.

Bristol Beacon has been part of Bristol's cultural heritage for 150 years, hosting some of the world's greatest musicians from The Berlin Philharmonic Orchestra to The Beatles and Rachmaninov. 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.

In 2018, we embarked on a major capital transformation to create a world-class concert hall for the region that is the most inclusive in the UK. Prior to transformation, our artistic programme had grown to 450 events and six major festivals, attracting 300,000 visitors per year. Our visitors come from across the UK and abroad with 65% from Bristol. Throughout the refurbishment, we have run a programme of 200 concerts per year in interesting locations, which has maintained crucial engagement with audiences and artists, targeting hard-to-reach groups and disadvantaged areas.

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 Transformation Promise 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.

We are showing further sector leadership through our sustainability commitment to become the first carbon neutral concert hall in the UK.

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

The Facilities Assistant coordinates the day to day requirements for events and activities happening throughout Bristol Beacon and Beacon Music Centre (BMC). At BMC this will involve welcoming visitors and users of the spaces, making sure they know where to go, looking after their needs whilst they are in the Centre, locking and unlocking the building, and generally providing high standards of customer service and care, ensuring all participants and visitors to our spaces have an excellent experience. The Facilities Assistant plays a key coordinating role in the set-up of events and activities throughout our spaces, ensuring that all services we are providing run efficiently and smoothly whilst our spaces are in use and is the first point of contact for users of our spaces. At BMC this will be music teachers, parents of children attending lessons, the children themselves, staff from partner organisations that we work with on music projects, community users who might hire a room, and tradespeople or delivery drivers coming to the Centre.

The Facilities Assistant works across Beacon Music Centre and Bristol Beacon as required. This role involves room set-up (arranging chairs and tables), lifting and moving of furniture and light maintenance.

Key Responsibilities and Key Related Competencies

1. To meet and greet participants, parents, Music Practitioners/Tutors, customers, of education programmes, activity, or other kinds of meetings across all areas of Bristol Beacon spaces, ensuring that they receive an exceptional welcome. To greet and manage the activity of any contractors working within our spaces.
2. Support the Front of House Managers, to ensure both buildings/venues are clean and well-maintained and support spaces set-up within both buildings as directed by Front of House Team, Deputy Facilities Manager or the wider operational team to ensure an exceptional standard of customer service for all users of our spaces.
3. To be a visible presence at Beacon Music Centre, Bristol Beacon, or other spaces where the role is required to work. Work closely with colleagues within the organisation to deliver a quality service to a wide variety of users. Respond to any day to day matters, issues or complaints arising throughout the building, liaising with appropriate staff members as required. To assist with deliveries as directed by the operational team and to safely move items of furniture or equipment as needed.
4. To check spaces are set up as per the requirements on Artifax, our event management system, and to check cleanliness of spaces. Be the key point of contact during the delivery of events and work with the staff, participants, coordinators of the event, 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. Provide any support required to guests with access needs or disabilities.
5. To forward plan for events with a focus on supplies, equipment, and any other requirements. Set-up any room requirements including tables and chairs, room style set-up and where needed water for meeting rooms and manage any catering requirements for events. To manage any last minute changes or problems either ahead of or on the day of activity to ensure the smooth running of the event.
6. To have an awareness of who is in our building/spaces at any time – ensure an awareness of who is attending/participating in events and ‘check in’ participants or other visitors to our spaces and allocate visitor badges/lanyards. To organise any transport that could be required for people with access requirements or any other needs.
7. To ensure relevant staff are briefed on event/activity/meeting requirements, and to make sure that anyone else involved in the activity (participants, parents, Music Practitioners, Tutors or Producers, external partners) are briefed on the event and have the information they need.

8. To record any incidents in the duty log. Liaising with the Front of House team as needed. To fill in any necessary paperwork in regards to the event and to keep Artifax up to date with accurate information as required.
9. To be responsible for day to day Health & Safety and for evacuation of the building should it be necessary. To have an awareness of Health & Safety and security procedures and ensure these are complied with. To be a key holder and ensure that opening and closing procedures are adhered to, and that all are in line with our policies and standards. Ensure that our buildings are properly secured and alarmed at the end of the final shift of the day as required, and to open up our spaces as required.
10. To conduct daily/regular walk rounds of both buildings and work proactively with the Deputy Facilities Manager, Facilities Manager and the wider operational team to ensure that problems are addressed before they cause disruption to operations. To ensure that all areas of our spaces are cleaned, and that relevant staff are briefed as required to maintain high standards of cleanliness. To provide light facilities maintenance as required. To identify any cleaning or repairs issues and resolve any issues with the Deputy Facilities Manager for Bristol Beacon and Beacon Music Centre.
11. To have an awareness of safeguarding and Bristol Beacon Safeguarding procedures, and to be trained in safeguarding and able to immediately highlight concerns where appropriate. On a day to day basis comply with the Policies and Procedures of Bristol Beacon as required.
12. Be conversant with the programmes, facilities, and services that Bristol Beacon has to offer and be able to discuss requirements and pass on enquiries as appropriate and to wear a uniform or smart dress and be easily identifiable as a member of Bristol Beacon staff.
13. Work between Bristol Beacon and Beacon Music Centre as necessary, using own vehicle and driving our company van to transport equipment as necessary, as directed by the Deputy Facilities Manager, Facilities Manager and the wider operational team.

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.

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

FACILITIES/VENUE EXPERIENCE

- Facilities experience in a similar size venue with multi-use spaces or transferable facilities experience.
- Experience of working in a busy environment open to the public
- Previous experience of team working.
- Proven experience of providing excellent standards of customer care and understanding customer needs.
- Previous experience of setting up spaces for events and meetings, meeting specified requirements and internal and external stakeholder needs.
- Manual handling and safe lifting experience.

Desirable

- Appreciation of arts and entertainment.
- Understanding of safeguarding.
- Working at height experience.

Special Conditions

The post holder is required to work flexibly according to the business requirements of the organisation, working a shift pattern which includes evenings, bank holidays and weekends. A DBS check will be required for this role.

Other Duties

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

Place of Work

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

Date Created / Modified:	November 2022, Bristol Beacon HR
Approved by:	Chief Operating Officer

Outline of Terms and Conditions:

Role:	Facilities Assistant
Salary:	£23,500 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 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. Please use the Application Guidance we have provided to structure your application.

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 email hr@bristolbeacon.org

- We can provide mentors who can give support to applicants who may not have worked in a cultural organisation before and would like some advice as to how to articulate their experience and how it is transferable. This might be because you are from a background that is underrepresented in our sector. To make a request for this please email hr@bristolbeacon.org

Reasonable adjustments will be made for applicants if required, please let us know if you have any needs. Please email hr@bristolbeacon.org Disabled applicants who meet the essential criteria for the role, will be offered an interview.

The closing date for applications is **9.00am Friday 6th October.**

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.
