



Job Description

Job Title:	Facilities Assistant
Department:	Facilities
Location:	Bristol Beacon, Bristol City Centre Beacon Music Centre, Southmead
Responsible to:	Facilities Manager
Key internal contacts:	Facilities team, Front of House and Production/Technical teams
Key external contacts:	Event organisers, Contractors e.g. cleaning/maintenance/systems

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 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 is a busy and varied role, supporting the operational needs of the Bristol Music Trust estate, across Bristol Beacon and Beacon Music Centre.

As a Facilities Assistant, you'll be at the heart of keeping our spaces safe, welcoming, and running smoothly every day. From ensuring spaces are clean, functional, and well-presented, to supporting maintenance, security, and event setups, your work will directly shape the experience of everyone who walks through our doors. This role is crucial to creating an environment where colleagues and visiting artists can thrive, visitors feel valued, and operations flow without interruption.

You'll be a key link between our internal teams, our spaces, and our service providers—spotting issues before they become problems, coordinating with contractors, and ensuring health and safety standards are met at all times. Whether you're preparing venues or meeting rooms or responding quickly to urgent maintenance requests, your attention to detail and proactive approach will help create spaces that are efficiently run, compliant, and genuinely enjoyable to be in. Your work will contribute to every event running seamlessly, every visitor feeling welcome, and every space being ready for its moment in the spotlight.

Key Responsibilities

1. **Event & Room Setup** – Arrange tables, chairs, and equipment for meetings, rehearsals, and events; preparing spaces in advance and adapting layouts to suit different needs
2. **Concert & Event Preparation** – Check that all required items are in place, ensure rooms are clean and presentable, and handle last-minute changes as they arise
3. **Venue Turnarounds** – Clear spaces after events, move furniture and equipment, and reset rooms quickly and efficiently, particularly when events are scheduled back-to-back
4. **Maintenance & Contractors** – Report faults or issues and provide updates using our maintenance ticketing system. Carry out repairs, build furniture/equipment, complete planned preventative maintenance (PPM) and compliance checks, and spot issues before they escalate. Support external contractors working in the building as required
5. **Cleaning & Presentation** – Conduct regular walk-rounds to check toilets, corridors, and public areas; ensure all spaces meet our high presentation standards. Assist with periodic deep cleaning of specific areas not covered by general cleaning contract. Ensure bin storage areas are kept clean and in order
6. **Health & Safety** – Have an awareness of and follow safety procedures, setting a good example for others. Check spaces for hazards, record any incidents, and assist with fire alarm checks and emergency evacuations
7. **Security** – Open and close areas of the building as required, carry out security and operational checks at the start and end of the day
8. **Customer & Visitor Support** – Assist with queries, provide accessibility support, and ensure visitors feel welcome and informed
9. **Artist & Staff Support** – Work closely with Front of House, Production and Technical teams, and event organisers to solve problems during events
10. **Deliveries & Equipment Handling** – Receive deliveries, assist drivers, and move furniture, instruments, and event equipment safely between Bristol Beacon and Beacon Music Centre

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
- Experience of maintenance and carrying out repairs
- Working at height and manual handling/safe lifting experience
- Willingness to undertake further training, e.g. first aid, fire marshalling

Desirable

- Appreciation of arts and entertainment
- Understanding of safeguarding
- Full UK driving licence
- Experience of carrying out compliance checks

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 basic 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 Bristol Beacon, central Bristol, or Beacon Music Centre in Southmead. You may be required to work at other locations that are reasonably placed.

Date Created / Modified: August 2026
Approved by: BB HR

Outline of Terms and Conditions:

Role:	Facilities Assistant
Salary:	£26,526 per annum
Contract:	Permanent
Hours:	Full-time, 37 hours, working a flexible rota over 7 days per week, including evenings, weekends and bank holidays
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 Monday 14th 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.
