



# Bristol Beacon

Share in the joy of live music

Production Manager Job Pack



# About Bristol Beacon

Welcome to Bristol Beacon and thank you for your interest in this Operations role.

Run by Bristol Music Trust, and 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 new 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.

Our vision is to unite people through the joy of live music. We achieve this through a diverse programme of inspirational musical experiences, which encompasses music of all genres including classical, jazz, folk, world, rock, and pop, as well as running the Music Education Hub for Bristol, based at Beacon Music Centre in Southmead.

In June 2018 we closed our main auditorium and second hall to commence our major redevelopment programme. However, we have partnered with over 30 other local venues to continue to promote a programme of over 200 shows per year in these venues and other interesting locations, which has maintained crucial engagement with audiences and artists, targeting hard-to-reach groups and disadvantaged areas.

Since 2013 Bristol Beacon's Music Education Hub has made significant progress toward achieving its vision of making Bristol the 'UK Capital of Young People's Music'. Our award-winning education programmes for young people are set to expand to reach Bristolians of all ages and all backgrounds.

At the heart of our work is great music making and learning. Our programme sets out to encourage participation, engender a sense of civic pride and instil a lifelong love of musical culture. With three prestigious awards in two years from the Music Education Council (MEC) and Music Teacher Awards for Excellence, including winning the Major Prize for best music education hub, our work is gaining national recognition.

Of equal importance is our Community work working with partners such as Paraorchestra and the National Open Youth Orchestra to support work with disabled musicians as well as our work with care leavers and growing health and well-being work. Our Industry work seeks to create programmes to support a pipeline of young emerging artists working in partnership with other organisations in the music industry.

In 2023 we will open our newly refurbished concert halls in central Bristol with a new Music Education Centre in the cellars. This will be a completely new space dedicated to music teaching and incorporating a new performance space aimed at young people and emerging artists.

We have also announced our sustainability commitment to become the first carbon neutral concert hall in the UK.

We believe in the power of music to transform lives, and we achieve our aims 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 the importance of staff wellbeing, so that our team can be their best selves at work. Bristol Beacon's commitment to diversity is that we believe that our work will be greater when we are representative of the lived experience across Bristol and the wider region.

We are looking for people with the skills, enthusiasm, and experience to help us to widen our perspective and better serve the needs of our communities. We are particularly interested to hear from applicants who

may be from a background that is underrepresented in the culture sector and would like to develop their chosen field of work with us.

Here's a taste of what we do:

<https://www.youtube.com/watch?v=br4S1A1ls9w>

<https://bristolbeacon.org/about-us/>

<https://bristolbeacon.org/make-space-for-music/>

<https://bristolbeacon.org/our-transformation/>

## A note from our COO, Clare Jack



Our new Production Manager will join us as we enter the final phase of our Transformation period and play an important part in this last stage as we move towards reopening.

We have had an incredibly busy past 2 years - we have launched our Transformation Promise (the basis of our current Business Plan) changed our name and launched our new brand. This role joins us as we begin to grow our staff team in the build up to reopening.

Our Production Office is part of our new Organisation Design Model. Our Production Manager takes responsibility for the effective running of the Production Office, ensuring that the team provide seamless event logistics across our Artistic, Commercial and Creative Learning and Engagement events.

We are looking for someone who shares our passion for delivering exceptional events. You will be an organised and effective strategic leader, with wide ranging production management experience within similar sized venues and an understanding of the team collaboration needed to make exceptional events happen.

At this point in our journey our new Production Manager will join us and get to know our building and spaces, and have the opportunity to build their team as we move towards reopening in autumn 2023.

## About this role

The Production Manager is responsible for the overall delivery of all events for BMT. They will work closely with the event owners within the Programme, Commercial, and CLE Teams (the Teams) to deliver all the events required by these Teams. This will also include internal events organised by any staff member and

Development Team events for Donors and Patrons. The Production Manager is tasked with delivering the events to the budgets set by the event owners and advising about the prudent and efficient use of resources in doing this. The Production Manager will also work closely with the Facilities Manager and Facilities Team to have a strategic view of the use of the venue to maximise return on investment within the artistic and educational objectives of the Trust.



### **Job Description**

|                    |  |
|--------------------|--|
| <b>Job Title:</b>  | <b>Production Manager</b>  |
| Responsible to:    | General Manager  |
| Responsible for:   | Event Team, Front of House Team, Technical Team, Artifax Officer   |
| Key Relationships: | Artistic Director and Programme Team, Head of Commercial and Commercial Team, Director of CLE and CLE Team |

### **Operations**

The Production Manager heads the Production Office which sits within the Operations Team headed by the Chief Operating Officer. Operations as a whole 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 Production Manager is responsible for the management, supervision and delivery control of all technical and production matters for all events for BMT including all events in the main auditorium, the Lantern auditorium, the new Cellars performance space and the foyer building at Bristol Beacon and all events at Beacon Music Centre.

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. The Production Manager and Facilities Manager report to the General Manager who is responsible for the overall running of the operational areas in Bristol Beacon to achieve high building and performance standards.

The core Finance Team is responsible for all the Trust's accounting, finance and budgeting requirements, including the recording and monitoring of income and expenditure, maintenance of adequate financial controls, preparation of budgets, internal and external financial reporting, financial analysis, and compliance with tax and other regulations. The work of the department is varied and includes giving professional financial guidance and support to other departments (Programming, Marketing, Technical Services, Box Office, Bristol Plays Music & Development); identifying areas for cost savings and maximising income generation; agreeing show settlements with external promoters for hall rentals; processing ticket income and costs for our own concert promotions; monitoring the performance of the Trust's trading subsidiary, BMT Enterprises Ltd; and producing statutory accounts to be filed with Companies House.

The Commercial Team works to create commercial opportunities which both maximise income generation from our trading activities, and complement the primary objectives of Bristol Music Trust, whilst enhancing the overall customer experience. Trading activities are run through BMT Enterprises Ltd, and include the hire of venue spaces for conferences, meetings and other events; the provision of bar and catering facilities at Bristol Beacon; and the provision of box office services to other arts organisations.

Effective Human Resource Management is provided to the organisation in accordance with agreed BMT policies and procedures and the People Manager works alongside the COO to develop and implement the People Strategy for the organisation. Our People Team work to provide a complete support service to our managers and staff, to improve processes that enhance organisation effectiveness, our culture, and staff experience, and to drive initiatives such as wellbeing and staff engagement and support for our inclusion and diversity aims.

The whole Operations Team works closely and collaboratively with other departments (Marketing, Programme, Customer Services, 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 the Hall and our services.

### **Production Office**

The Production Manager leads the Production Office and reports directly to the General Manager. The Production Office includes the Events Assistants and Coordinators, the Artist Liaison Officers, the Artifax Officer, the Front of House team and the Technical team. The Production Office is responsible for delivering all events at Bristol Beacon and Beacon Music Centre.

The Production Manager and the Production team are required to work flexibly according to the business requirements of the organisation, working a shift pattern which includes evenings, bank holidays and weekends.

### **Key responsibilities**

1. To enable the artistic, commercial and educational objectives of the Trust working closely with Programme, Commercial and CLE Teams (the Teams) to achieve their vision of events within agreed parameters.
2. To ensure the highest possible technical and artistic standards are achieved within the allocated resources.
3. To manage the Production Office consisting of the Event Delivery, Front of House and Technical Teams and oversee line management and training of staff within it.
4. To Chair and be responsible for the organisation and recording of regular Production (currently Operations) meetings and to ensure the communication of decisions made.

5. To manage liaison between the Teams and the Production Office over the allocation of resources for all events and to ensure proper planning, scheduling and realisation of events using Artifax and within the set budgets.
6. To be responsible for the planning and arranging of all technical and staffing schedules, ensuring integration with Artifax.
7. To ensure all event risk assessments are created, stored on Artifax, and acted upon.
8. To ensure events comply with current Health & Safety and licensing requirements, such as fire regulations, LOLER, PUWER, COSHH and CDM.
9. To oversee the use of Artifax to ensure that all staff are using it appropriately, and that event information is disseminated to the relevant other departments.
10. To work with the General Manager on sustainability and environmental implications in terms of all areas of the event production process in line with the Trust's environmental sustainability ambitions.
11. To work with the Teams and any other staff organising events to ensure appropriate handover of events to the Production Office in line with the agreed Artifax workflows to ensure high standards of event delivery, technical management and Front of House delivery of all events including hires and special events.
12. To be responsible for budget costing, monitoring spending and control of agreed delivery spend (staff/security/technical/equipment/food & drink etc.) on all event budgets which are held by event owners.
13. To be responsible for the maintenance and financial control of all Production Office stocks (e.g. technical and commercial event equipment).
14. To ensure the maintenance and safety of all technical equipment used by the Trust.
15. To attend and contribute to all appropriate internal meetings and to ensure the accurate dissemination of information from these meetings to the Production Office teams as necessary.
16. To lead and inspire the Production Team and to line manage and motivate direct reports through individual objective setting and performance management, regular 1:1 meetings, and identification of training needs.
17. On a day to day basis comply with the Policies and Procedures of Bristol Music Trust and as a line manager set an example on the application and adherence to all Bristol Beacon Policies and Procedures.

### **Employee Specification**

**Essential** – The role holder **must** have the following **Core** and **Additional Role Specific** competencies:

#### **Core Competencies**

##### **LEADERSHIP & MANAGEMENT**

- Effective leadership, development, management, training and motivation of staff within area, ensuring effective performance against goals, passing on own skills and experience where possible.
- Providing leadership and planning the work of staff through team leaders / managers.
- Securing and directing resources for wide area with diverse staff.
- Risk management, and the need to translate strategy and vision into day to day meaning.
- Experience of managing budgets and working within financial parameters.

##### **COMMUNICATION**

- Is able to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood.
- Excellent and accurate standard of written and verbal communication
- Contribute to high quality planning and recording as needed

##### **ADAPTABILITY/FLEXIBILITY/PROBLEM SOLVING**

- Generation of new ideas and suggestions for change.
- Ability to flex approach to difficult needs of several concurrent workstreams.



- Remains resilient whilst working under adverse or conflicting demands.
- The ability to respond & adapt to changing circumstances and to manage, solve problems and provide solutions in a climate of ambiguity.

#### CUSTOMER SERVICE

- Builds rapport and sustainable relationships with internal and external customers – seeking pro-actively to understand their needs and satisfaction levels.
- Actively seeks internal and external customer/client feedback.
- Gives advice which leads to valuable outcomes.
- Looks to continuously review and improve performance standards of self and team.
- First aid qualification or willingness to achieve
- Clean driving licence and ability to drive BMT's electric vehicle

#### TEAMWORK

- Ensures team is appropriately skilled, managed and resourced.
- Discusses problems/issues with team members that could impact on results.
- Communicates expectations for teamwork and collaboration.
- Gives credit and acknowledges contributions and efforts of individuals to team effectiveness.

#### PLANNING & ORGANISATION

- Completion of work within area for which responsible within deadlines and to agreed standards.
- Making long term plans which impacts an area or the wider business.
- Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.
- Financial planning and budgeting skills
- Responds positively to changing priorities and can re-plan accordingly.

#### **Role Specific Competencies**

#### PRODUCTION MANAGEMENT

- Have a good knowledge of event production including Front Of House and Technical areas
- Experience of managing multiple events at the same time for multiple stakeholders
- Experience of working with creative teams and internal clients
- Experience of the management of different teams within a Production Office and an understanding of how they work together
- Previous professional experience in venue and event management.
- Knowledge of environmental sustainability issues
- Certificate in Management, Degree level or similar.

#### HEALTH & SAFETY (H&S)

- Excellent knowledge (theory and practice) of Health & Safety legislation and regulations, requirements and guidance in the following areas:
  - Electrical safety, maintenance of portable and fixed electrical equipment.
  - Audio and visual production, rigging safety, lifting operations and lifting equipment (LOLER).
  - Public safety and licensing requirements.
  - Risk assessment.
  - Temporary stage structures
  - Working at height
  - Manual Handling
  - RIDDOR
  - Fire risk assessment

#### **The following is desirable**

Knowledge and appreciation of all forms of entertainment.

## **Special Conditions**

Your role requires you to work flexibly to complete your duties, and you may, from time to time, be required to work alternative or additional days (including evenings, weekends and bank holidays) to meet the requirements of your role, and these hours will be agreed in advance between yourself and 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.

Your usual place of work is Bristol Beacon, and Beacon Music Centre, Bristol, but you may be required to work at other locations that are reasonably placed.

---

## **Outline of Terms and Conditions:**

|                      |  |
|----------------------|--|
| Role:                | Production Manager   |
| Salary:              | £40,000 - £45,000 per annum, depending on experience   |
| 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 employee contribution |

## **Application Procedure**

The first part of the application process is an informal conversation around the role to hear where you are in your career journey and what you could bring to this role. **This is not part of the selection process** we would just like to gauge your experience and thoughts around the role. Please contact Alison Williams, People Manager [alison.williams@bristolbeacon.org](mailto:alison.williams@bristolbeacon.org) to set up a short call.

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. The right to work in the UK is a requirement of your application. Please send a copy of your proof of right to work to [hr@bristolbeacon.org](mailto:hr@bristolbeacon.org) we will not keep this if you are not selected for interview.

If you require our application form in an alternative way, or if you need to provide your application in a different way or have questions about the recruitment process for the role, please don't hesitate to let us know.



Reasonable adjustments will be made for applicants if required, please let us know if you have any needs, you can contact our People Manager on 0117 204 7108 or email [hr@bristolbeacon.org](mailto:hr@bristolbeacon.org)

Disabled applicants who meet the essential criteria for the role, will be offered an interview.

The recruitment process for this role will be in 2 Stages:

1. First Stage Interview and Presentation
2. Second Stage Interview and Decision

The closing date for applications is **Thursday 13 October 2022 at 9am**

*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.*