



Job Description

Job Title: Senior Technician (Technical Systems & Equipment Maintenance Lead)

Responsible to: Technical Manager | Deputy Production & Events Manager

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.

Technical Team

The Technical team provides high quality lighting and sound production, design and recommendations for all our events. The team are responsible for delivering quality and innovation as well as being responsible for high standards of health and safety, risk assessments, sourcing equipment, maintenance and customer and client interaction.

The Technical team is led by the Deputy Production and Events Manager/Technical Manager and the team includes:

X 4 Senior Technicians

X 4 Technicians

Production Office

Led by the Production and Events Manager and the Deputy Production and Events Manager / Technical Manager, the Production Office includes the Event Coordinators, Artist Liaison, the Artifax Coordinator, 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, including this role) all genres of live music, comedy, commercial events, community, and Music Education Hub events.

The Production and Events Manager and the rest of the Production team work flexibly according to the business requirements of the organisation, and the majority of staff work a shift pattern which includes evenings, bank holidays and weekends.

The Technical team provides high quality lighting and sound production, design and recommendations for all our events. The team are responsible for delivering quality and innovation as well as being responsible for high standards of health and safety, risk assessments, sourcing equipment, maintenance and customer and client interaction.

Purpose of Role

The Senior Technicians are experienced members of the Production Team and provide comprehensive technical support to the Artistic Programme, Commercial and CLE (Creative Learning and Engagement).

They are technical experts and take a senior role in the operation and maintenance of the technical facilities of Bristol Beacon's spaces and ensure the technical provision for our full range of events, from large to small scale. They are able to work within a fast-paced events environment and provide support, guidance, supervision and reassurance to other staff, share expertise and knowledge, be calm under pressure, multi-task and provide a first-class level of customer service.

Key Responsibilities

Planning

1. Working within the production team ensure event requirements are fully understood and related costs are recorded on Artifax (Event Management Software)
2. Assist the Technical Manager | Deputy Production & Events Manager to plan and advise on the delivery of the technical elements for events, including lighting, sound, audio-visual, rigging, staging and furniture.

3. Produce technical drawings and plans where required using Vectorworks.
4. Provide advice and quotes for customers interested in hiring Bristol Beacon's technical equipment.
5. Work with external promoters and touring staff as needed and build excellent external and internal client relationships.
6. Using the inventory management system, HireHop ensure that all required technical equipment is booked for events.
7. Source production equipment from external rental suppliers and raise purchase orders as necessary.
8. Book freelance technicians and crew as required.
9. Record information for invoicing and event settlements on Artifax.
10. Attend regular production meetings.
11. Produce risk assessments as required.

Equipment Maintenance

1. Working with the technical manager to ensure all equipment is well maintained, serviced and repaired as required. Keeping our technical inventory management software, Hirehop, up to date. Maintaining, updating and configuring all networked-based technical systems across our four performance spaces and recording studio,
2. Keep current and maintain specialist audio, video and lighting software & firmware.
3. Carry out equipment maintenance and PAT testing.
4. Maintain and test emergency technical systems in line with licensing and safety requirements.
5. Carry out repairs where required and ensure all technical production equipment is maintained to a high standard, as expected of a world-class venue.
6. Record all equipment faults, repairs and maintenance in HireHop.
7. Arrange repair of faulty equipment by specialist providers where necessary.
8. Carry out regular stock checks ensuring inventory levels recorded in HireHop are accurate.

Technical Delivery

1. Accurately pick equipment from the technical stores as required for events.
2. As duty technician production manage the delivery of events, ensuring events are set up and run safely.
3. Competently set up technical equipment for events, including lighting, sound, audio-visual, rigging, staging and furniture.
4. Operate lighting, sound or audio-visual equipment for events as required.
5. Supervise and ensure that all performance users comply with electrical and safety regulations.
6. Supervise technical colleagues, freelance staff and crew, sharing expertise and knowledge.
7. Edit recorded audio and video content using specialist software such as Adobe Premier and Logic.
8. Plan & deliver technical training sessions for our CLE, Programming and Commercial clients.
9. Provide exceptional customer service to clients, touring personnel and internal customers.

Other

1. Plan and deliver technical training sessions for our CLE, Programming and Commercial clients.
2. As part of the Technical Services Team help ensure all spaces are safe, tidy and welcoming.
3. Model professionalism at all times, wearing Bristol Beacon issued uniform and PPE as required.

4. Be responsible for locking and unlocking premises as required.
5. Provide advice on the purchase of equipment and consumables.
6. Drive Bristol Beacon's van as required.
7. Assist the House Manager in the event of a fire alarm activation. Investigating the source of the activation and assisting with evacuations.
8. On a day-to-day basis comply with the Policies and Procedures of Bristol Music Trust.
9. Carry out any other duties that may reasonably be required.

Employee Specification

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

Core Competencies

COMMUNICATION

- Is able to exchange detailed and more complex information to a broader range of staff.
- Conveys and receives information effectively and builds positive working relationships.
- Accurate standard of written and verbal communication.

ADAPTABILITY/FLEXIBILITY/PROBLEM SOLVING

- Is receptive or contributes to new ideas and approaches and adapts accordingly.
- Ability to adapt, handle conflicting priorities and deal with unusual incidents.
- Calm under pressure, able to bring a calm approach, reassure others and multi-task.

CUSTOMER SERVICE

- Understands customer/client needs and provides customer/clients satisfaction.
- Is able to give timely advice in response to enquiries from customers/clients and direct team members accordingly.
- Builds excellent external and internal client relationships.

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, is able to reassure and provide guidance to other members of the team.

PLANNING & ORGANISATION

- Provides work on time and to required standard.
- Plans a wide range of tasks, including complex ones.
- Able to organise own time effectively, create work schedules, prepare in advance and set realistic timescales.
- Responds positively to changing priorities and can re-plan accordingly.

Role Specific Competencies

TECHNICAL

- Experience of technical production management
- Experience of creative professional lighting design and operation
- Experience of professional sound mixing and PA system configuration
- Understanding of live streaming and video conferencing events.
- Knowledge of temporary electrical installations and BS 7909 standards.
- Experience designing and building temporary stage structures.
- Ability to rig technical equipment and build temporary stage structures safely.
- Proficient in live events network-based protocols such as Dante, AVB, NDI, GreenGo &

sACN.

- Good knowledge of networked products configuration software such Dante Domain Manager & Dante Controller, NDI Tools, L-Acoustic Network Manager, ETC Concert and Luminex Araneo.

PROFESSIONAL

- Relevant technical/professional qualifications in lighting and/or sound (or equivalent experience)
- Good IT skills and recent experience of the use of IT packages (Microsoft Excel, Word, PowerPoint and Outlook in particular).
- Experience and knowledge of working at height.
- Experience of working in a fast-paced events environment, working on large scale live music events in a multi-space venue.
- Able to direct activity, share knowledge and expertise and provide guidance, reassurance and supervision to others.

HEALTH & SAFETY

- Has a working knowledge (theory and practice) of Health & Safety regulations, requirements and guidance including electrical safety, and maintenance of portable and fixed electrical equipment.
- Good understanding of manual handling hazards and correct lifting procedures.
- Good knowledge of electrical theory. (BS 7909)
- Knowledge of Health & Safety in audio and visual production.
- Understanding of rigging safety, lifting operations and lifting equipment (LOLER).
- Knowledge of public safety and licensing requirements.
- Be able to compile risk assessments for a range of different event-related activities.
- Able to supervise Health & Safety of others to work safely.

NUMERACY

- Is able to understand spreadsheets, process numerical information and communicate this information to other key members of staff.

Desirable

- Appreciation of all forms of entertainment.
- Valid IPAF 3a/3b operator license.
- Recognised Health and Safety qualification (IOSH, NEBOSH or NCRQ)
- Experience in portable appliance testing.
- Knowledge of Vectorworks Spotlight software
- Proficient in PAT testing
- Experience repairing lighting, sound and video equipment.
- Understanding of cable wiring and testing (including signal, data and power cables)
- Be over 25 and have a full driver's license.

Special Conditions

This role requires the post holder to work flexibly across the week to complete their duties, and we will roster this role 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 in accordance with the requirements of the Bristol Music Trust.

Occasional Duties

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

Your usual place of work is Bristol Beacon, Central Bristol or 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: June 2024

Created by: Technical Manager | Deputy Production & Events Manager & BB People Team

Approved by: BB People Team

Outline of Terms and Conditions:

Role:	Senior Technician (Systems Lead)
Salary:	£29,870 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 to hr@bristolbeacon.org

If you have questions around the role or would like a conversation around how your experience is transferable to this role, perhaps because you are from an underrepresented background or haven't worked permanently in the arts before, we can offer a mentor conversation to support your application, please get in touch with our People Team hr@bristolbeacon.org

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

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

The closing date for applications is **9.00am on Monday 5 August 2024**.

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.