



Job Description

Job Title: Venue Crew Supervisor

Responsible to: Technical Manager

Bristol Music Trust

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.

Purpose of the Job

This role supervises our Venue Crew team and supports the Technical Manager to ensure all of our venue spaces are turned around and reset between events effectively. They will oversee ensuring that our venue turnarounds are well planned and delivered to a high standard.

This is a hands-on supervisor role requiring confident team coordination, practical problem-solving, and the ability to plan and deliver physical tasks. The role supports the movement of seating systems, setting up platforms, laying out furniture, clearing away equipment, and ensuring any lost property is documented and stored safely.

The post holder will lead staff involved in delivering turnarounds, including Casual Venue Crew, agency crew staff and other colleagues as required. Supervision of our Casual Venue Crew will include working standards, timesheet accuracy, training, conduct, welfare and general shift expectations.

The role also supports the systems behind the Casual Venue Crew operation, including rostering, shift planning, timesheet approval, training records, task sign-offs, SOPs, safe working processes, equipment readiness and storage standards. Due to the nature of the work, night-time working will form a regular and significant part of the role, alongside varied daytime, evening, weekend and bank holiday shifts.

Key Responsibilities and Key Related Competencies

1. Carry out and support Bristol Beacon turnaround tasks as required, including seating moves, stage riser and platform work, furniture layouts, barrier installation, room resets, equipment movement, storage tasks and practical event support.
2. Lead staff involved in delivering turnarounds, including Casual Venue Crew, agency crew staff and other colleagues in resetting and preparing spaces. Deliver shift briefings, oversee task delivery across multiple areas of the building, ensuring all areas are tidy, presentable, and accurately laid out to plan and clear away unrequired equipment and ensure lost property is documented and stored safely.
3. Use our rostering software to accurately roster, plan and communicate shifts and allocation of team time ahead of event schedules, manage performance of team, cancellation of shifts etc. monitor focus and wellbeing during shifts.
4. Supervise our Casual Venue Crew as directed by the Technical Manager, supporting conduct, training, availability, shift expectations, performance, welfare and general working standards.
5. Check, verify and approve Casual Venue Crew timesheets in line with payroll deadlines, ensuring hours, amendments, missed shifts and additional hours are recorded accurately.
6. Train and support new and existing Casual Venue Crew, maintain training records, task sign-offs, SOPs and safe working processes for regular turnaround tasks. Support the recruitment of any new Casual Venue Crew.
7. Use basic tools to support minor repairs or equipment adjustments.
8. Ensure correct and safe use of seating systems, lifts, platforms, and barriers and complete layout checks, documentation, and task signoffs. Escalate operational issues or safety concerns as required.
9. Coordinate with colleagues to plan turnaround work, identify practical issues early and ensure clear handovers.
10. Actively promote a positive health and safety culture by ensuring all turnaround operations are conducted safely and strictly in accordance with Standard Operating Procedures (SOPs). Ensure all near-misses, accidents, and hazards are promptly reported, investigated, and documented in line

with company policy.

11. Be a key holder, responsible for locking and unlocking the building when needed.
12. Maintain professional conduct in all workspaces, including public and artist areas and work in line with Bristol Beacon's values on safety, inclusion, and sustainability.
13. Provide support to the Technical Manager and wider Production Office team as required.
14. Set an example on the application, implementation and adherence to all Bristol Music Trust Policies and Procedures.

Employee Specification

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

Core Competencies

LEADERSHIP

- Is able to lead staff to achieve agreed tasks and standards, including during physically demanding, time-sensitive or out-of-hours work.
- Can organise own work and the work of others, assigning tasks clearly and adjusting priorities where required.
- Sets a positive example in attitude, communication, safety and professional conduct.

COMMUNICATION

- Is able to receive and clearly give information in a courteous and effective manner to peers, line managers and customers.
- Listens attentively to views and issues of others.
- 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 and be calm and level-headed under pressure.
- Adapts and works effectively in different situations, puts difficulties into perspective for self and others.

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.
- Is able to give timely advice to customers and direct team members accordingly.

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.
- Effective delegation, performance monitoring and motivation of team.

PLANNING & ORGANISATION

- Provides work on time and to required standard.
- Planning a wide range of regular tasks, creating realistic work schedules for self and others.
- Is able to respond positively to the changing priorities of the business and team.

Role Specific Competencies

VENUE EXPERIENCE

- Experience supervising large teams in venues, events, theatre, or similar environments.
- Ability to motivate, train, and coordinate casual crew effectively.
- Confidence in multi-tasking and managing work across multiple areas.
- A calm, solution-focused approach to challenges or last-minute changes.
- Strong attention to detail and pride in delivering high presentation standards.
- Familiarity with tools and carrying out small venue fixes or adjustments.
- Ability to read and follow floorplans and layout documents.
- Good understanding of manual handling and health & safety procedures.
- First aid trained (or willing to undertake training – provided).
- A reliable, practical, and approachable working style, with pride in getting the job done well and inspiring others to achieve good results.

Desirable

- Knowledge of safe manual handling practices.
- An interest in live events and arts environments.

Special Conditions

The post holder is required to work flexibly according to the business requirements of the organisation, working a shift pattern which includes nights, weekends and bank holidays and some days and evenings.

This role involves night work and a regular health assessment (including a health assessment before starting in the role) will be provided.

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, and you may be required to work at other locations that are reasonably placed.

Date Created / Modified: June 2026 Bristol Beacon People Team / Technical Manager

Approved by: BB People Team

Outline of Terms and Conditions:

Role: Venue Crew Supervisor

Contract: Permanent

Hours: 20 hours per week, worked over nights, weekends and bank holidays, with some day and evening shifts required. Shift patterns and their start and finish times will often vary, and

you will be required to work outside of standard business hours. However, your rota will be planned in advance.

As a guideline, typical shifts are:

- 3-5 hour night shifts, often starting between 21:00–23:00
- Alongside daytime shifts (9.00am – 5.30pm) depending on event needs
- Evening shifts and some day shifts collectively make up the 20 hour week

Salary: £28,000 (pro-rata) £15,135 per annum

Holiday: 24 days leave plus bank holidays, increasing by one day each year to 29 days after 5 years of continuous service (pro-rata)

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.

Closing date: **Monday 3rd August 2026 at 9am**, with interviews held week commencing 10th August.

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.