



## Job Description

**Job Title:** Volunteering and Training Coordinator

**Responsible to:** Creative Producer, Community Engagement

### Bristol Beacon

Bristol Beacon's purpose is to unite people through the joy of live music. As a renowned venue and awardwinning 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 Role

The post holder is responsible for coordinating the volunteer and trainee programmes for Bristol Beacon, with a focus on Creative Learning and Engagement (CLE) and in particular, a new 2.5-year large scale creative arts programme focusing on reducing loneliness and isolation.

Working across four geographical locations in the West of England and two communities of interest (disabled young people and global majority elders), this creative arts programme is being co-created with the communities it serves. The initiative aims to create a step change in cultural opportunity and, through the power of local partnerships and creativity, seeks to reduce loneliness, improve wellbeing and build more connected communities.

The programme is expected to include regular arts projects and events, community-based festivals and activities at Bristol Beacon, for example singing groups, community photography, arts and crafts, oral histories, community opera and more, alongside local showcases and celebration events.

We aim to recruit 30 volunteers each year (90 over the course of the programme) and a target of six trainees annually.

It is our ambition that this project will be a springboard for a broader volunteering and trainee opportunities at Bristol Beacon.

## Key Responsibilities

1. Lead on the recruitment and induction of volunteers and trainees at Bristol Beacon, working with the Marketing Team to create an attractive and rewarding offer and colleagues in the People Team to support their onboarding to ensure individuals are aligned with organisational culture and values.
2. Supported by Community Creative Producer and the People Team, programme, schedule and coordinate delivery of the volunteer and trainee training sessions at both Bristol Beacon and in community settings. Work with colleagues in the Community Team and the Production Office to book and allocate resources to training activities e.g. space hire, catering, instruments, tech. Book external venues where appropriate.
3. Work with the CLE Creative Producer and the People Team to coordinate schedules and placements on activities, events and festivals across the new creative project and the wider Bristol Beacon programmes.
4. Work with the Finance Team to monitor expenses and training costs.
5. Arrange transport and provide access support for volunteers and trainees as required.
6. Attend activity and events regularly, to ensure the operational side runs well, and be a positive, warm and open presence in sessions.

7. Work with external suppliers to support the pastoral and welfare of all volunteers and trainees. Be a friendly, warm and supportive point of contact. Act as a point of contact for volunteer questions, concerns, and feedback.
8. Gather feedback and evaluation information from volunteers and trainees to support impact measurement requirements.
9. Consider and be proactive in supporting follow on opportunities for volunteering and pathways into paid work at Bristol Beacon and across the wider Creative Industries.
10. Act as the primary contact for public enquiries into volunteering and training opportunities. Establish links with local groups/projects to ensure the volunteering and trainee programmes are diverse and representative of the communities they serve.
11. Be a proactive and supportive member of the community team, supporting all areas of the programme as required.
12. Work to ensure the BMT Safeguarding Policy is adhered to within areas of responsibility, immediately highlighting concerns where appropriate.
13. On a day-to-day basis comply with the policies and procedures of Bristol Music Trust

#### Employee Specification:

Experience of volunteer coordination and/or placements and/or coordinating teams. Experience of community engagement or creative arts. Excellent administration skills. Knowledge of volunteering policies and best practice.

Ability to motivate and inspire. Great interpersonal and communication skills and flexible to different access needs. Empathetic and supportive.

**Essential** – The role holder **must** have the following competencies:

#### Core Competencies

##### COMMUNICATION

- Receives information effectively, understands confidential information, and is able to exchange information in a courteous and effective manner to all stakeholders.
- Demonstrates an understanding of the views of others, communicates using appropriate language and has an ability to build positive working relationships.
- Accurate written communication.

##### ADAPTABILITY/FLEXIBILITY/PROBLEM SOLVING

- Is reliable and flexible in response to work priorities and issues.
- Remains calm and positive under pressure.
- Is receptive to and can contribute to new ideas.

## CUSTOMER SERVICE

- Seeks to understand customer requirements and deliver services that are responsive to diverse customer needs.
- Meets customer needs through excellent customer service.

## PLANNING AND ORGANISATION

- Provides work on time and to required standards.
- Planning a wide range of recurring tasks.
- Is able to respond positively to changing priorities of the business and work effectively as part of a team.

## TEAMWORK

- Has the ability to work effectively as part of a team.
- Covers others and has consideration of needs and skills of others.
- Acts in a supportive manner to the team.

## Role Specific Competencies:

### VOLUNTEERING AND TRAINING

- Volunteer or placement/trainee coordinator with a sound knowledge and experience volunteering practices and policies (or able to demonstrate equivalent knowledge).
- Strong awareness and understanding of safeguarding or willingness to have training.

### PROFESSIONAL & TECHNICAL

- Good understanding of the latest innovations in volunteering, youth provision e.g trauma informed practices
- Knowledge of local networks, cultural partners and third sector organisations working in the city
- Excellent IT, social media, telephone manner and presentation skills – able to support workshops, and presentations to groups in a professional manner.

### BUILDING RELATIONSHIPS

- Patient, compassionate and empathetic communication with participants to ensure they are fully supported in their engagement with our work
- Sensitivity to support needs, cultural differences and mental health/and/or/additional needs within community participants
- Proactive support to our diverse group of music practitioners to get the best out of them and support their needs
- Positive working relationships with external partners and support services involved in our work

### FINANCIAL

- Ability to monitor budgets and work with budget holders to monitor expenditure.

### ADMINISTRATION

- Excellent IT skills (Microsoft Excel, Word and Outlook, data management software).
- Knowledge of the administration environment, particularly in relation to music and arts or cultural/creative settings.

- Able to gather data for monitoring and evaluation purposes and keep accurate records of data.

### Occasional Duties

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

This programme takes places across the West of England. In addition to Bristol based sites, Bristol Beacon and Beacon Music Centre in Southmead, you will also be required to work at other locations where activity is taking place. A driver's license or access to a car is desirable.

### Special Conditions

Your role requires you to work flexibly to complete your duties, and you will, 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.

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Date created: Dec 2025

Created by: Head of Community Engagement

Approved by: Adam Kent

### Outline of Terms and Conditions:

Role: Volunteering and Training Coordinator

Contract: Fixed Term

Hours: 18.75 hours per week, worked over nights, weekends and bank holidays, with some day and evening shifts required.

Salary: £28,000.00 per annum (£14,189.19 pro rata)

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

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](mailto: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: Wednesday 21<sup>st</sup> January 2026 at 9am, however we may meet candidates for interview as applications are received as we want to move forward quickly with this role.

*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.*