



BRISTOL BEACON

Operations Director

Recruitment Pack

October 2024

Welcome



We're delighted that you are interested in finding out more about the role of Operations Director at Bristol Beacon.

After an acclaimed reopening of our transformed venue in November 2023, Bristol Beacon is now firmly established as a dynamic and creative force at the heart of Bristol's artistic and cultural offer, both through our live performances and from the extensive work performed by our creative learning and engagement teams. Since closing our concert spaces in 2018 for a complete building transformation we have taken time to reflect, to listen and to remodel the whole organisation, most notably through the important evolution from Colston Hall to the new name of Bristol Beacon.

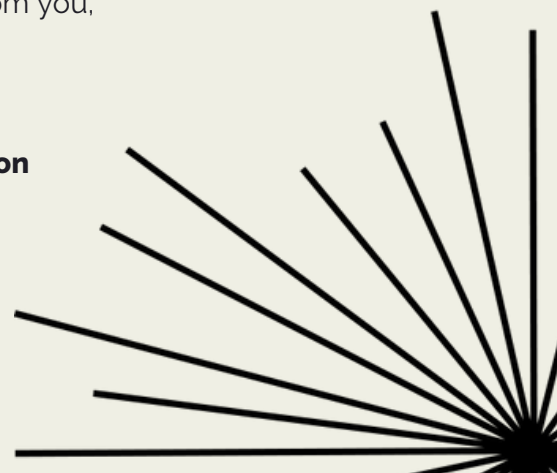
We now offer an opportunity for a transformational Operations Director to take the organisation further, and support the development of our operations team. Your operational improvement experience will play a vital role in supporting Bristol Beacon's programme of hundreds of live performances and creative learning experiences, whilst ensuring our visitors' experience is truly unique and unrivalled.

As the final stages of the capital works programme draw to a close, our operational teams are preparing for our ongoing role as the managers and custodians of this significant building, whilst also finessing our resources and systems for meeting the demands of the daily operation, both at Bristol Beacon and Beacon Music Centre in Southmead.

We very much hope that you share our vision for Bristol Beacon and that you will be excited, inspired and energised by the prospect of playing an important role in this ambitious and unique organisation.

We look forward to hearing from you,

Simon Wales
Chief Executive, Bristol Beacon



Bristol Beacon

Bristol Beacon is a music charity, renowned venue and award-winning music education hub.

Our Mission

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

We believe that by creating space for incredible live music experiences, we create a more united and joyful society.

How we work

We value the contribution that every one of us makes to achieving our mission and vision, and we commit to the following values and behaviours to make it happen.

- We collaborate with each other
- We are open and honest
- We always rise to a challenge
- We care for each other and ourselves
- We are proud of our work
- We are committed to inclusion
- We believe music can make a difference in the world

Music is at the heart of what we do, but we also host and co-create many other types of events from community group meetings to awards ceremonies, conferences, talks, stand-up comedy and lots more.

Bristol Beacon was originally built in 1867, and we have a long and fascinating heritage as a public space for the people of Bristol, including a rich social and music history.

We have also announced our sustainability commitment to become the first net zero concert venue in the UK by 2030.



Here's a taste of what we do

[About Us](#)

[Our Transformation](#)

[Bristol Beacon - All Together Now](#)

[Bristol Beacon - BSL Guide](#)

The role of Bristol Music Trust

Bristol Music Trust Ltd was established by Bristol City Council in 2011 as a company limited by guarantee and registered charity to operate Bristol Beacon with a remit to promote music and the arts, and to advance education and appreciation of music and the arts for the benefit of the people of Bristol and the South West of England. It has a trading subsidiary, BMT Enterprises Ltd, to manage associated commercial activities for the benefit of the charity.

Bristol Music Trust has developed a distinctive and vibrant programme of music and events at Bristol Beacon, and creatively supports young people across Bristol to make and learn about music through its Creative Learning and Engagement team. Bristol City Council leases Bristol Beacon to Bristol Music Trust on a long lease from completion of the redevelopment project. Bristol Beacon is an Arts Council England National Portfolio Organisation (in consortium with St George's Bristol) supporting our artistic programme and audience development objectives.

In 2014 Bristol Music Trust took over the Music Education Hub for the City of Bristol, run by the Creative Learning and Engagement team. In March this year we were made Lead Music Hub for the West of England.

Upon renaming the venue from Colston Hall to Bristol Beacon in 2020, all of the Trust's work has been consolidated under the Beacon's public-facing, unifying brand.



The Business Model

The business model is based on a balance between the three equally important areas of the business – the artistic programme, the education programme and the commercial programme. With no ongoing local authority revenue funding, this makes decisions around the balance of the programme critical for the success of the business. The programme is based on just under 50% own promotions with the rest made up of a curated programme of lettings and co-promotions. Operational efficiency is key to delivering a very varied programme in three highly flexible spaces. It also underpins the success of the business model to maintain show and commercial event margins.

We partner with two providers to deliver all our food & beverage services with a guaranteed minimum commission deal.

Turnover in 2024/25 is forecast at £11.66m with 15% of income generated from public sources (mainly Arts Council England), 19% from fundraising, 40% from events and 26% from commercial sources. The outturn is expected to be a breakeven position and the model has been tested by our trustees and external consultants who are comfortable that it is achievable if challenging.



Current Organisational Structure

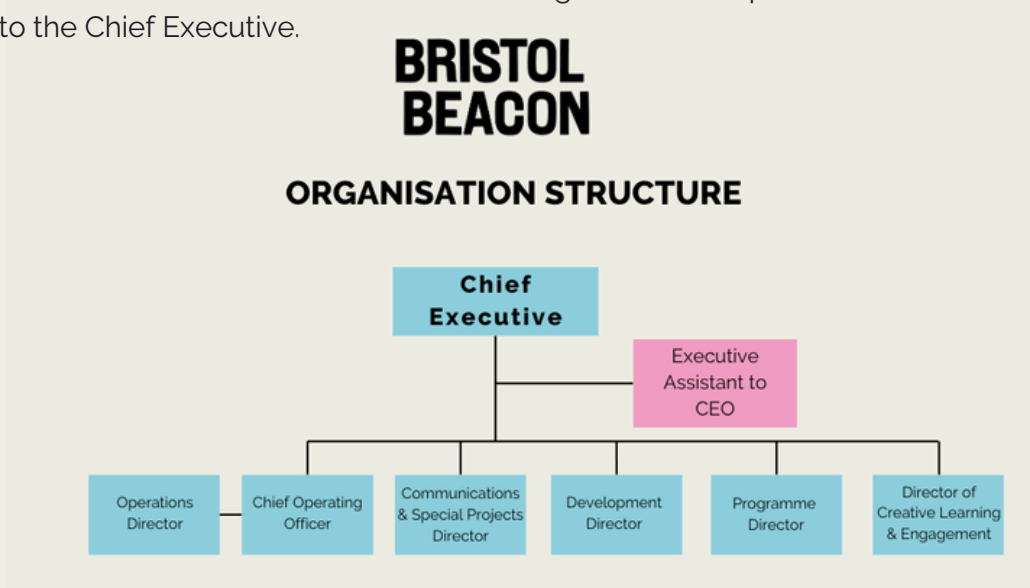
We are chaired by the renowned broadcaster, writer and historian, Jonathan Dimbleby who is passionate about ensuring Bristol Beacon is a place that all can enjoy. When being appointed as Chair, he stated:

"At the start of this new era, I hope that everyone in Bristol will come to regard the Beacon as their musical 'home', a place that is open to all and at the service of all. With a wonderful new concert hall and a range of facilities that rival any in Britain – or indeed Europe – our task is to ensure that we offer a feast of musical delights for all ages, all cultures, and all tastes. I want the new Beacon to shine a light across the city and far beyond. I know that it can and that it will – which is why I am honoured to play my part in helping to meet this challenge."

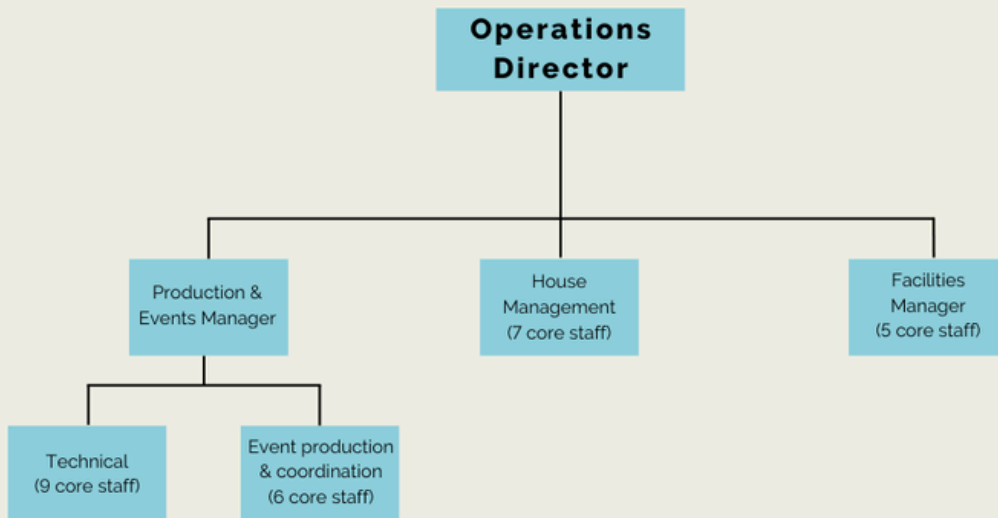
The Leadership Team structure shows the five main divisions that report to the Chief Executive:

- Artistic Programming
- Audiences & Marketing
- Chief Operating Officer (Operations, Finance, HR, Commercial, Strategy)
- Creative Learning & Engagement
- Development

On retirement of the COO in late 2025, it is envisaged that the Operations Director will report directly to the Chief Executive.



DEPARTMENT STRUCTURE



Who we're looking for...

Your operational venue experience will play a pivotal role in the next phase of our drive for excellence in building management, event delivery and customer experience. You should be a leader who naturally brings people together, listens, and inspires positive change. Customer service should be at the core of everything you do, always striving to create the best experience for our visitors. If you're someone who can streamline operations, lead with empathy, and drive real improvements that make a difference both operationally and financially, we'd love to hear from you.

Purpose of the Role

The Operations Director plays a key role in shaping and overseeing all aspects of daily operations, from production and facilities management to health and safety and customer service, with the goal of creating exceptional experiences for everyone involved—audiences, artists, and staff alike.

In this role, you'll collaborate closely with various teams to ensure that every event, whether it's a live performance, commercial conference or a community activity, runs smoothly. You'll also focus on maintaining high standards for venue management and operational efficiency. This includes driving strategic initiatives to make the best use of resources, managing budgets, and finding creative solutions to improve how we deliver events.

Reporting to the COO and leading a team of around 27, you'll be an essential part of the Leadership and Senior Management team.

Key Areas of Responsibility

Operational Leadership

1. Overall responsibility for the operation of Bristol Beacon's sites, including safety, compliance, maintenance, and procurement.
2. Monitor the condition of the building and ensure it is maintained in line with current technical standards, recording and resolving issues.
3. Ensure that for each event and performance the buildings and its services match the high standards of presentation expected by its audiences and customers
4. Plan and implement an operational strategy and policy in line with strategic objectives.
5. Provide a framework for the provision of excellent audience experience and operational service, staff and visitor queries ensuring effective communication between stakeholders.
6. Ensure that contracted services are properly let and managed.
7. Play an active role in developing systems to support increasing business demands.
8. Take an overview of all IT systems to promote integration, efficiency and best practice.
9. Deliver an effective and efficient operations service for the venue.
10. Be part of the Leadership Team.
11. Have an overview of all infrastructure/building related projects across the venue, working closely with the Facilities Manager and other Senior Managers.
12. Attend board meetings when required as a member of the Leadership Team with buildings responsibility.
13. Be the Designated Premises Supervisor for the purposes of licensing.
14. As a member of the Leadership team, contribute to the leadership and direction of Bristol Music Trust through development of strategy for the future.
15. Make recommendations and advise the Chief Operating Officer on Operational and Building Management issues.
16. Keep abreast of developments in operational services and building management.
17. Work with the Creative Learning team to consider the future requirements of Beacon Music Centre in Southmead.
18. Work with the Chief Operating Officer and Head of Commercial to oversee the commercial catering relationship with Graysons.

Health & Safety

1. Be the Senior lead for Health & Safety, on behalf of the Leadership team / board.
2. Take responsibility for strategic Health & Safety decision making and implementation, supported by an external consultant.
3. Nurture a strong safety culture, ensuring infrastructure and equipment are compliant, staff are trained and confident in their duties, and visitors are supported across all sites and venues.
4. Oversee Health and Safety reporting and maintain the Health & Safety Policy and associated documentation.

5. Ensure Bristol Beacon sites undergo annual Health & Safety audits and Fire Risk Assessments, and regular external inspections to confirm standards are upheld.
6. Develop and oversee the evacuation strategy.

Sustainability

1. Overall responsibility for Bristol Beacon's sustainability strategy, working towards the delivery of net zero by 2030.
2. Delivering the supplier related actions and targets.
3. Delivery of the 'building' related actions and targets including utilities, waste, equipment, maintenance
4. Responsible for working with Head of Commercial and third party restaurant/bar operator to deliver the food and beverage related actions and targets.
5. Leading and participating in, as well as capturing actions from, the Green Champions group, supporting the ongoing meeting administration of this group.
6. Liaise with COO and Head of Strategic Change on identifying and agreeing KPIs in business KPI model.
7. Responsible for establishing and maintain a data capture systems to gather data for KPIs.

Management

1. Line manage the Production, House Management and Facilities teams through individual objective setting and performance management, regular 1:1 meetings, and identification of training needs.
2. To encourage creative thinking, problem solving, industry benchmarking and training in the operations team in order to achieve the highest standards of practice in the team.
3. To inspire and lead the Operations team, and set an example, on the application, implementation and adherence to all Trust policies and procedures.

Finance

1. Oversee and delegate as appropriate the agreed operational budgets, ensuring effective monitoring, identification of risks and issues, and overall efficient financial management of Operations in line with the Trust's financial priorities and in agreement with the Chief Operating Officer.
2. Work with the Production, House Management and Facilities teams to identify areas to increase efficiency and ensure effective cost controls, whilst maintaining an effective level of service.

Person specification

The role holder must have the following **Core** and **additional Role Specific** competencies:

Core Competencies

LEADERSHIP & MANAGEMENT

- Is able to inspire individuals to give their best to achieve a desired result.
- Maintains effective relationships with individuals and the team as a whole, to ensure that the team is equipped to achieve objectives set according to business need.
- Manages the development and performance of staff through coaching, mentoring, and peer support.
- Promotes a trusting and empathetic, equitable and fair environment.
- Ability to motivate and lead the team to ensure effective performance against goals.
- Provides effective leadership and values to the team, passing on own skills and knowledge where possible.
- Risk management, and the need to translate strategy and vision into day to day meaning

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
- Strong communication and interpersonal skills.
- Conveys and receives information effectively.

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, able to prioritise, 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 customers – seeking pro-actively to understand their needs and satisfaction levels.
- Actively seeks customer/client feedback.
- Gives advice which leads to valuable outcomes.
- Looks to continuously review and improve performance standards of self and team.

TEAMWORK

- Ensures team is appropriately skilled, managed and resourced.
- Is able to effectively delegate, monitor performance, and motivate the team.
- Seeks ideas and input or own and others teams.
- 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.

Person specification

PLANNING & ORGANISATION

- Is able to organise own, and others time effectively, responds to changing priorities, and meets deadlines as required.
- Making long term plans which encompass the vision, aims and strategic objectives of Bristol Beacon.
- Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.

Role Specific Competencies

VENUE MANAGEMENT

- Have a good knowledge of technical, IT and building issues relating to operating a multi-space arts venue.
- Previous professional experience in venue and event technical and operational delivery and management.
- An exceptional understanding of the requirements for public buildings including testing, maintenance and licensing.

HEALTH, SAFETY & SUSTAINABILITY

- Has an excellent knowledge (theory and practice) of Health & Safety 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 assessments
- Temporary stage structures
- Working at height
- Manual Handling
- RIDDOR
- Fire risk assessment
- Net Zero targets and reporting

The following is desirable

- Knowledge and appreciation of all forms of entertainment.
- Certificate in Management, Degree level or similar.



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 day (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 Bristol Music Trust.

Other Duties

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

Your place of work

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

Outline of Terms and Conditions

Role: Operations Director

Salary: c.£60,000 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: 3 months

Pension: Bristol Music Trust operates a Salary Exchange (salary sacrifice) Pension Scheme with a 5% employer contribution, subject to a minimum employee contribution

Relocation: It is expected that the postholder will live within commutable distance of Bristol. A relocation contribution can be discussed.

Bristol Beacon recognise, respect and value individual difference. We are committed to the wellbeing of our staff, to developing a more diverse workforce and to being an Equal Opportunities employer by attracting diverse talent from sections of the community currently underrepresented in the culture sector.



Next steps

We are keen to hear from a diverse range of candidates; if you need to receive this recruitment pack in a different format, please contact our People Coordinator on 0117 440 7663 or email hr@bristolbeacon.org

We're committed to being more representative, making space for a wider range of voices and lived experience within our leadership and workforce, and working collaboratively as we seek to make our organisation more inclusive.

Ensuring that our leadership reflects the diversity of the communities within which we operate is a key part of this, and so we're particularly keen to hear from people from a culturally and ethnically diverse background, from d/Deaf and Disabled people and from all of those who are under-represented in the cultural sector.

Reasonable adjustments will be made for applicants if required, please let us know if you have any access needs. Disabled applicants who meet the essential criteria for the role will be offered an interview.

If you would like an informal conversation about this opportunity, we would warmly encourage you to get in touch with Clare Jack – Chief Operating Officer who will be happy to discuss any questions you may have, please email: clare.jack@bristolbeacon.org



How to apply

When you are ready to make your application:

- Please complete the application form (linked below) including your personal statement. Please explain why you want to lead the Operations team at Bristol Beacon, outline the skills and experience you would bring to the role, and identify how these meet the person specification.
- If you would like to submit your application differently, please contact the People Team to discuss reasonable adjustments. Please email hr@bristolbeacon.org

Please complete your application via the [StaffSavvy recruitment portal](#). For monitoring purposes, we also ask you to please complete the diversity monitoring information.

Please ensure that you have completed your application via the Staff Savvy Portal by the closing date Sunday 17 November.

Timeline

- Deadline for applications: **Sunday 17 November**
- First round interviews: **Monday 25 and Tuesday 26 November**
- Second round interviews: **Tuesday 3 December**

We recognise that this is a unique career opportunity, and we will ensure that our shortlisted candidates have ample opportunities to get to know Bristol Beacon, its team and Board, and to find out more about our work with young people, artists and communities.

Our principal supporters



Supported using public funding by



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