

**WILTSHIRE
MUSIC
CENTRE**
BRADFORD ON AVON

FACILITIES & DUTY SUPERVISOR

wiltshiremusic.org.uk
Charity No: 1026160



ABOUT US

Our space is unique: we are a 300 seated concert hall in Bradford on Avon in the heart of rural Wiltshire and since we opened in 1997, we've built an enviable reputation as a professional concert hall of exceptional quality, rooted in community participation and involvement.

Our busy year-round programme of around 150 events involves more than 1,000 professional, community and young musicians. Our cross-genre music programme runs from classical to jazz, folk and contemporary music, with artists like the Doric String Quartet and the Orchestra of the Age of Enlightenment having close relationships with the Centre. Over the past year, we've welcomed an incredible range of artists to the Centre, including Aurora Orchestra, Penguin Cafe Orchestra, The Breath and Bill Frisell.

Beyond the concert hall, WMC delivers a Creative Learning programme reaching over 5,000 young people each year, is home to more than 800 young musicians who rehearse here weekly, and welcomes over 70,000 visitors annually. As WMC enters its next chapter this is a pivotal time to join a small, ambitious team with a big reputation and a clear plan for what comes next.





A thriving inclusive space where people gather and connect through a shared love of music - a space for musical discovery, learning, connection and extraordinary listening experiences

THE ROLE

We're offering an opportunity to join our small and vibrant team as Facilities and Duty Supervisor. This is a full-time role reporting to the Head of Operations and Facilities.

The Facilities and Duty Supervisor is responsible for the day-to-day upkeep, safety and smooth physical running of the Centre and its grounds, and acts as the on-site duty presence during operating hours — handling deliveries and being on hand to resolve practical issues as they arise.

Working to a compliance and maintenance framework set by the Head of Operations and Facilities, the post-holder keeps the building running reliably, keeps evidence of statutory and routine checks complete and current, and is the first point of contact on site for

contractors, suppliers and maintenance issues.

This is a hands-on, organised and visible role for someone who is confident with practical building maintenance, careful record-keeping, and being a reliable physical presence in a busy, live events and education venue.

Working Pattern:

This role is primarily morning/daytime support to open the building with some very occasional, rota-based evening/weekend duty cover to support events.



KEY RESPONSIBILITIES

PREMISES & MAINTENANCE

- ✓ Carry out and coordinate day-to-day building maintenance, minor repairs and reactive fixes across the auditorium, teaching and rehearsal rooms, backstage areas, offices, kitchen and grounds
- ✓ Maintain the overall appearance and presentation of the Centre, including the bar, foyer, teaching rooms and external areas
- ✓ Hold keys and manage access to the building, following correct opening-up and locking-up procedures
- ✓ Coordinate and supervise external contractors carrying out maintenance, repairs or inspections, acting as the on-site point of contact
- ✓ Operate the contractor sign-in / permit-to-work process, keeping a visible, up-to-date record of who is on site and why
- ✓ Support the Head of Operations and Facilities with keeping accurate budget and costs for the Facilities department

DUTY MANAGEMENT

- ✓ Be the on-hand, on-site point of contact during core operating hours for practical building needs — including receiving and checking in deliveries and liaising with couriers and suppliers
- ✓ Oversee bar stock control (ordering, rotation, stock takes)
- ✓ Act as a duty point of contact for practical issues arising during the working day, escalating anything beyond routine facilities matters
- ✓ Where scheduled for evening or weekend duty cover, carry out opening/closing procedures and act as the on-site facilities contact for events taking place outside normal office hours
- ✓ Work on the opening and closing rota, being the main team member opening the building
- ✓ Respond to and follow up emergencies and urgent building issues as they arise, including outside normal hours in rare occurrences (an exceptional circumstances payment will be made)

KEY RESPONSIBILITIES

FIRE SAFETY & EMERGENCY PREPAREDNESS

- ✓ Support the running of fire drills and evacuation procedures, including full-occupancy simulations where scheduled
- ✓ Report any fire door, signage or emergency lighting defect immediately

TRAINING & EVENTS SUPPORT

- ✓ Supporting with the delivery of the statutory training framework across the organisation e.g. new starter Health & Safety
- ✓ Support event set-up and turnaround for concerts, hires and recordings — room layouts, equipment handling and access — working with the Technical Manager and Operations Manager as needed
- ✓ Attend a minimum of three public evening events each season to check that facilities are operating properly, taken on a TOIL basis
- ✓ Attend training sessions on mandatory issues such as safeguarding when required

OTHER

- ✓ Deal with general facilities-related enquiries from staff, hirers and visitors
- ✓ Carry out any other duty reasonably requested by the Head of Operations and Facilities in support of the safe and efficient running of the Centre

This is not an exhaustive list of duties; the post-holder will be expected to perform different tasks as necessary as the role evolves.

IDEAL CANDIDATE PROFILE

ESSENTIAL

- ✓ Experience of building maintenance and coordinating contractors
- ✓ Confident with routine record-keeping and using a system (spreadsheet, software, or similar) to log checks and evidence consistently
- ✓ Basic understanding of fire safety, health & safety, and statutory inspection requirements — training will be provided, but a working awareness is needed from day one
- ✓ Ability to lift/move equipment and execute manual handling tasks (with appropriate training)

- ✓ Basic IT competence (email, spreadsheet, logging system)
- ✓ Confident acting as a visible duty point of contact — confident dealing with deliveries, suppliers and practical issues as they come up during the working day
- ✓ Understanding of permit to work/contractor control
- ✓ Practical, calm under pressure, and reliable with lone-working and emergency response
- ✓ Good communicator, able to flag issues clearly and in good time to the Head of Operations and Facilities
- ✓ Availability to open the building most mornings and be able to attend site in emergencies

DESIRABLE

- ✓ First Aid certificate and/or Fire Marshal training
- ✓ Experience in a live events, venue or heritage building environment
- ✓ Previous experience in a duty manager, front-of-house or bar supervisory role
- ✓ IOSH Working Safely or equivalent
- ✓ Full UK driving licence



“If you hear unusual, or indeed unusually cutting-edge, sounds reverberating through the damp Bradford-on-Avon-air this autumn, don’t worry. It’s just the sound of Wiltshire Music Centre loosening up.” Nearfield Magazine , Sept 2025

ROLE DETAILS/ HOW TO APPLY

Salary: £26,053 per annum

Contract: Permanent role, 6-month probationary period

Working Hours: Up to full-time 37.5 hours a week, normally to be worked Monday-Friday - work day to begin at 7.45am with 1-hour unpaid lunch break. May involve occasional evening and weekend work. WMC operates a Time Off in Lieu (TOIL) system for any overtime.

Location: Wiltshire Music Centre. Will be required to work at other locations across Wiltshire, B&NES and to travel to those locations, occasionally further afield.

Holiday: 32 days per year pro rata incl. the standard bank holidays for England and 2 days at Christmas

Reporting to: Head of Operations and Facilities

Start date: ASAP

What we offer:

Complimentary tickets for WMC core programme performances (subject to availability and staff tickets policy)

The People's Pension – contributions in line with statutory auto-enrolment

CLOSING DATE FOR APPLICATIONS

Friday 23rd Oct, 9am

Please send your CV and an accompanying cover letter (max. 2 pages) which outlines why you are interested and suitable for this role to:

recruitment@wiltshiremusic.org.uk

Please include details of two referees.

For an informal chat about the role, please contact Chloe Edgell, Head of Operations and Facilities : chloe.edgell@wiltshiremusic.org.uk

As an equal opportunities' employer, WMC is committed to the equal treatment of all current and prospective employees and does not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

We aspire to have a diverse and inclusive workplace and strongly encourage suitably qualified applicants from a wide range of backgrounds to apply and join WMC.

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