



Housekeeper & Office Concierge

Creating a workplace where exceptional people can do exceptional work.

Location: Bristol, St Philip's Marsh

Hours: Monday - Thursday, 8:00am - 4:30pm. Friday, 8:00am - 2:00pm

Contract Type: Permanent, Full Time

Salary: £30,000

Reporting To: Executive Assistant to Managing Director

About Boomtown

Boomtown is one of the UK's most ambitious and creative cultural events.

Each year we build a temporary city filled with music, theatre, art, sustainability initiatives and immersive storytelling. We pride ourselves on creating extraordinary experiences for our audience, artists, partners and team.

We believe our workplace should reflect the same care, creativity and attention to detail that we bring to our festival.

About the Role

We are looking for someone to become the heart and soul of our HQ.

Part housekeeper, part organiser, part host, part concierge, part facilities coordinator and part workplace champion, you'll take ownership of the physical environment of our business and help create a workplace where exceptional people can do exceptional work.

This role is built on trust, ownership and initiative.

We're not looking for someone to simply complete a checklist of tasks. We're looking for someone who takes pride in creating exceptional environments, notices what needs attention before others do, and genuinely cares about the experience of the people around them.

You'll have the autonomy to shape the role, improve our workplace and become an integral part of the Boomtown team.

The Purpose of the Role

To create and maintain a best-in-class workplace environment that supports the health, wellbeing, productivity and creativity of our team.

You will take ownership of the day-to-day experience of everyone who works in or visits Boomtown HQ, ensuring the environment feels welcoming, organised, inspiring and operationally seamless.

Success in this role means our team can focus on doing their best work because everything around them simply works.

Working Pattern

This is a full-time role based at Boomtown HQ.

Our core office days are Monday to Thursday, when the majority of our team work from HQ. As such, the majority of this role's focus will be during these days, supporting the workplace experience, hospitality, concierge responsibilities and day-to-day operation of the office.

Working hours are:

Monday - Thursday: 8:00am - 4:30pm

Friday: 8:00am - 2:00pm

A paid lunch break is included within these hours.

Fridays are typically work-from-home days for much of the team. The role therefore finishes at 2:00pm on Fridays, with the morning providing dedicated time for deeper housekeeping, workplace maintenance, storage organisation, workspace resets and continuous improvement projects that are best completed with minimal disruption.

This balance allows the role to remain highly visible and available to the team during busy office days, whilst creating protected time to maintain the exceptional standards we aspire to throughout our workplace.

Festival Period

During the annual festival build and event period, responsibilities may flex to support the changing needs of the business. Any temporary adjustments to duties, priorities or working patterns will be discussed and agreed in advance.

As with all roles at Boomtown, a degree of adaptability and a willingness to support the wider team during key business periods is valued and appreciated.

Core Responsibilities

Workplace Experience & Hospitality

Create a positive experience for everyone who visits or works from HQ.

Responsibilities include:

- Greeting visitors and helping them feel welcome
- Preparing meeting rooms ahead of meetings
- Resetting meeting rooms afterwards
- Ensuring refreshments are available and presented well
- Supporting workshops, meetings and team gatherings
- Maintaining a warm, welcoming atmosphere throughout the office

You will act as a host for the workplace, helping people feel comfortable, supported and looked after.

Concierge & Team Support

Act as the welcoming face of Boomtown HQ and help ensure the day-to-day experience of working from and visiting our office runs smoothly.

Responsibilities include:

- Acting as the first point of contact for visitors, suppliers and contractors
- Managing the office intercom and answering the door throughout the day
- Welcoming guests and ensuring they are comfortably received and directed to the appropriate person or meeting space

- Managing visitor arrivals and helping create a positive first impression of Boomtown
- Receiving and distributing post, parcels and deliveries
- Supporting courier collections and outgoing shipments
- Helping new starters settle into the workplace and ensuring workspaces are prepared for their arrival
- Supporting internal meetings, workshops and company events
- Assisting with room bookings and meeting room readiness
- Helping solve day-to-day office challenges and operational issues as they arise

You'll often be the first person people interact with when they visit Boomtown and the first person colleagues turn to when they need help.

Team Culture & Surprise-and-Delight

Help create moments that bring people together and make HQ a place people genuinely enjoy spending time in.

Examples might include:

- Thursday afternoon socials
- Birthday celebrations
- Seasonal office moments
- Team lunches and gatherings
- Ice creams on hot days
- Small acts of generosity, creativity and care

We welcome ideas and initiatives that improve workplace culture and team wellbeing.

Workspace Curation & Creativity

Boomtown is a creative business and we believe our workplace should inspire people.

Responsibilities include:

- Looking after office plants
- Curating artwork and displays
- Helping create unique identities for meeting rooms and breakout spaces
- Improving the atmosphere of communal areas
- Maintaining outdoor areas, balconies and entranceways to a high standard
- Enhancing spaces through thoughtful use of furniture, lighting, fragrance and presentation
- Bringing creative ideas that make HQ feel uniquely Boomtown

We want someone who enjoys creating beautiful, functional and inspiring environments.

Office Organisation & Systems

- Organising storage areas
- Managing stationery cupboards
- Improving kitchen organisation
- Maintaining shared equipment areas
- Managing archive and filing systems
- Creating logical systems that reduce clutter and improve efficiency

You'll continually identify opportunities to improve how the workplace functions and feels.

Facilities & Continuous Improvement

- Carrying out regular workplace inspections and reporting any health, safety or welfare concerns
- Helping ensure the office environment meets workplace health and safety standards
- Escalating hazards, risks or compliance concerns where identified
- Identifying maintenance issues before they become problems
- Reporting and coordinating repairs
- Monitoring furniture condition
- Removing damaged, broken or unsafe items
- Recommending improvements to workspaces
- Supporting office upgrades and enhancements
- Researching and sourcing better furniture, storage solutions or workplace equipment where beneficial
- Managing relationships with contractors and suppliers where required

We want someone who actively improves the environment rather than simply maintaining it.

Sustainability & Environmental Stewardship

- Managing recycling systems
 - Reducing waste wherever possible
 - Supporting responsible purchasing decisions
 - Improving reuse and recycling practices
 - Helping HQ reflect the environmental values we champion through our festival
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Inventory & Stock Ownership

Take ownership of all workplace supplies and consumables, including:

- Tea, coffee and milk
- Kitchen consumables
- Stationery
- Toiletries
- Cleaning products
- Workplace welfare items
- Vending Machine

You will proactively monitor stock levels and replenish supplies before shortages occur.

Success in this role means people rarely notice stock levels because you've already thought ahead.

Workplace Standards & Housekeeping

Take ownership of the cleanliness, presentation and organisation of all HQ spaces.

Responsibilities include:

- Vacuuming, mopping and maintaining office floors
- Cleaning desks, workstations and communal areas
- Cleaning kitchens, toilets and shower facilities to an exceptional standard
- Emptying bins, organising recycling and managing waste streams
- Dusting shelves, fixtures and surfaces
- Maintaining reception, entranceways and breakout spaces
- Ensuring all spaces remain visitor and client ready at all times
- Monitoring the overall presentation of the office and acting before issues become noticeable

You will take pride in creating an environment that feels welcoming, professional and cared for.

Kitchen & Refreshment Areas

- Loading and unloading dishwashers
 - Redistributing crockery, cutlery and glassware across office locations
 - Maintaining, cleaning and servicing coffee machines
 - Keeping fridges organised and removing expired food
 - Ensuring kitchens remain clean, stocked and welcoming throughout the day
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What We're Looking For

We're less interested in where you've worked and more interested in how you approach your work.

You may come from a background in:

- Housekeeping
- Hospitality
- Facilities Management
- Personal Assistant roles
- Office Management
- Boutique Hotels

Most importantly, you'll demonstrate:

A Proactive Mindset

You spot problems before they become problems. You don't wait to be asked. You take ownership and find solutions.

Pride in Your Environment

You genuinely care about creating spaces that people enjoy spending time in.

Exceptional Attention to Detail

You notice the things others overlook.

Strong Organisation Skills

You enjoy creating systems and bringing order to complexity.

Independence

You are comfortable managing your own workload and priorities with minimal supervision.

Warmth & Professionalism

You enjoy helping people and creating positive experiences.

Creativity

You bring ideas, initiative and imagination to your work.

Why This Role Matters

The right person in this role will have a significant impact on the daily lives of everyone at Boomtown. You'll help create an environment where people feel supported, inspired and able to perform at their best.

This is a role for someone who takes pride in making other people's lives easier. Someone who enjoys creating harmony, order and joy. Someone who wants to become part of the fabric of a unique and creative organisation.

Why Work With Boomtown

- Be part of one of the UK's most innovative and creative cultural organisations
- Help shape a workplace that reflects our values and creativity
- Work with a supportive, collaborative and values-led team
- Enjoy autonomy and trust in your role
- Bring your own ideas and make a visible impact on the business
- Become an integral part of the Boomtown family

Our Benefits

- Generous annual leave allowance, including your birthday
 - Pension scheme
 - Salary sacrifice schemes for bikes (including e-bikes)
 - Enhanced maternity and paternity leave (subject to eligibility)
 - Employee wellbeing support including a 24/7 counselling service
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Our Values

Respect Yourself | Respect Each Other | Respect the Planet | Creativity | Connection | Celebration

How to Apply

Please send your CV and a short covering note explaining why this role appeals to you and what you would bring to the workplace experience at Boomtown.

We welcome applications from people of all backgrounds and communities and are committed to creating an inclusive workplace for everyone.

Closing date: Sunday 5th July 2026