

St  
Martin  
in  
the  
Fields

WE'RE  
HIRING

# ST MARTIN-IN-THE-FIELDS

Hosts (Front of House) for indoor and outdoor cafés, special events

Application Pack

## WHO WE ARE

St Martin-in-the-Fields (St Martin's) is the iconic church on the corner of Trafalgar Square which has been opening its door to visitors since the early 1200s. In 1987 St Martin's formed its own trading company to support the work of the church and grew its business through the Café in the Crypt, the Cafe in the Courtyard, events (corporate hire) and over 350 Concerts.

As we emerge from lockdown and into a post covid-19 world, St Martin's will be return to a more flexible way of operating, with a smaller team who can embrace a new of working – putting welcome at the heart of all we do. Our cross site activities are very different and we are starting on a much smaller scale, we need a team of energetic, focused people focused who will welcome visitors with such gusto they will want to return again and again, and tell their friends, families, colleagues – in fact everyone!

As a Front of House Host, you will be the face of St Martin's working directly with our customers and visitors, giving a special welcome, providing information about our offer and activities, and ensuring their time with us is a good one. You will need to demonstrate the highest levels of welcome. We are looking for customer focused people who can work flex across our cafés, indoor concerts and outdoor entertainment spaces.

Over the summer we will making the most of our beautiful courtyard, with music, food and entertainment. We are looking for really great people who love to see others having a good time!

## ARE YOU INTERESTED?

The role is ideal for an individual passionate about engaging with people – you will be the face of St Martin's. Your primary responsibility is to provide each visitor with unparalleled hospitality. You must actively and positively engage with customers, colleagues and visitors ensuring a seamless experience. You will be responsible for welcoming customers to St Martin's providing information about our activities, directing them, checking them in (track and trace) and selling products. This role requires flexibility, commitment and understanding of the entire organisation. You will need the people skills to make sure everyone has a positive experience from the moment they arrive until they leave – and return.

## WORKING WITH US

Based at: St Martin-in-the-Fields, Trafalgar Square, London

Working pattern: part time, full time and casual contracts considered initially August until December.

Salary: We pay London Living Wage £10.85 plus Workplace pension (subject to t & cs)

Perks: free tea and coffee, access to Employee Assistance Programme (EAP), discounts in shop and café (subject to t & cs)

Holiday entitlement: 28 days holiday including bank holidays (full time equivalent)

For a full job profile see our website <https://www.stmartin-in-the-fields.org/jobs/>

St Martin's is a place where everyone is welcome and we welcome applications from everyone. We want to attract people to work for us from a broad range of backgrounds with diverse attitudes, opinions and beliefs so that we can continue to look at the world with fresh eyes and find new ways of doing things.

St Martin's is committed to diversity and inclusion and we believe this helps us to be a more relevant and effective organisation.

# JOB PROFILE

## Customer service and visitor experience

- Create a welcoming atmosphere for our visitors
- Deliver exceptional customer service to internal and external customers
- Deal with on-site issues or complaints in a professional and efficient manner, escalating them to management if necessary
- Understand and keep up to date with the site-wide activities at St Martin's and maintain good communication with all departments and colleagues
- Engage fully with visitors, assisting them with their questions
- Be a St Martin's brand ambassador
- Confident in decision making and solving issues when they arise

## Operations – cafés, outdoor spaces, special events

- Service of all food, hot and cold drinks and licensed refreshments
- Serve correct food and beverage portions
- Order dishes to replenish stocks from kitchen in line with demand
- Ensure food displays on the counter looks fresh, inviting and presentable and paying close attention to detail
- Provide suitable suggestions to customers, ensuring you have complete product knowledge including allergens, aware of all on-going promotions and can maximise revenue through sales
- Upsell appropriate products to customers, to maximise revenue both in the Café and elsewhere across the site
- Restock drink fridges and counters as required and inform the duty manager of low stock
- Clear and clean tables as required
- Adhere to opening and closing procedures
- Set up venue for events and deliver those events
- Attend team briefings

## Cash

- Ensure correct handling of cash and PDQ transactions
- Ensure a sufficient supply of change held, and make the Team Leader aware of change requirements
- Ensure items are entered correctly into the till and correct change is given

## Health and safety

- Be COVID Secure aware always – both personally and with our visitors
- Oversee the queue management system around site and direct visitors to alternative routes if needed
- Practice good health and safety procedures always and highlight any operational problems to management immediately
- Knowledge of evacuation procedures in the event of an emergency, lead as necessary
- Comply with all security and health and safety policies
- Maintain a high level of cleanliness, and strictly adhere to cleaning rota schedule
- Be able to use and clean all machinery in use in accordance with manufacturers guidelines, following appropriate training
- Follow manual handling procedures at all times
- Being aware and alert throughout site

## Performance and personal development

- Fully engage in all training schedules
- Build a strong working relationship with the cross site team
- Maintaining a neat, clean and tidy appearance – wear your smile always!

## Who we are looking for

- Passionate – about good food, drink and all-round good hospitality
- Enthusiastic– about great customer service
- Hardworking – who can take the initiative to get things done
- Self-starting – excellent at organisation and calm under pressure
- Friendly – able to work in a team

## Person Specification

To be effective in this role you will need to demonstrate knowledge of the following, including formal training where appropriate:

- Courteous, knowledgeable, and engaging with customers, visitors and colleagues
- Provide consistently high standards of excellent customer service and welcome
- Enthusiastic and passionate about St Martin's and the work we do
- Excellent clear, communication skills
- Good organisational skills
- Professional, clean and tidy appearance
- A team player – working to support one another deliver exceptional service

On top of this you will need to:

- Work and support the ethos and values of St Martin's
- And be, energetic, passionate, driven and ambitious, with the right attitude!

## HOW TO APPLY

To apply for this post, please email the following to [recruit@smitf.org](mailto:recruit@smitf.org):

- a supporting statement, explaining why you want to join us
- a CV including details of two referees, one of whom should be your current or most recent employer
- interviews by arrangement in person, following a covid safe practices

If you would like to chat about this role, please call a member of the Human Resources Team on 020 7766 1101.

For a full job profile see our website <https://www.stmartin-in-the-fields.org/jobs/>

**As we generally receive a high volume of applications, we do not acknowledge receipt. Only shortlisted candidates will be contacted. Please note this advert may close at short notice.**

**WANT TO KNOW MORE?** Look at our social channels to get a glimpse inside life at St Martin's.



@stmartininthefield  
@smitf\_london  
@smitf\_venues



@smitf\_london



@stmartininthefield  
@cafeinthecrypt

