



WE'RE HIRING!

ST MARTIN-IN-THE-FIELDS



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Concert Front of House Hosts 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, however we need a team of energetic people focused people 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 Host you will be the face of St Martin's working directly with our customers and visitors, providing information about our offer and activities. You will need to demonstrate the highest levels of welcome, customer service and have a positive attitude in everything you do.

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 will be responsible for welcoming customers to St Martin's providing information about our activities, directing them, checking tickets, seating 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, initially until December, concerts are on Tuesday, Thursday, Friday and Saturday evenings. General call time 6.30 pm, shift ends 9.30 – 10.00 pm, performance generally 7.30 pm to 9.00 pm, with more concerts in 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: paid 28 days holiday including bank holidays (full time equivalent)

For a full job profile see our website www.smitf.org

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

1. Customer service and visitor experience

- Creating 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 as necessary
- Understand and keep up to date with the site-wide activities across St Martin's and maintain good communication with all departments and colleagues

- Engage fully with visitors, assisting them with their questions

2. Operations

- Ensure visitor spaces are always presentable and welcome
- Working together with colleagues in other parts of the organisation
- Carry out relevant operational tasks as directed by the Duty Manager, according to operational instructions
- Upsell appropriate products and activities to customers, to maximise revenue across the site
- Develop and maintain sound product knowledge
- Following ticket procedures

3. Health and Safety

- Oversee the queue management system around site and direct visitors to alternative routes if needed
- Practice good health and safety procedures at all times 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
- Follow manual handling procedures at all times
- Being aware and alert throughout site

4. 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!

5. Who are we looking for?

- Passionate – about good music 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 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

On top of this you will need to:

- Work and support the ethos and values of St Martins
- 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

- a supporting statement, explaining why you want to join us
- a CV detailing your relevant achievements in each role, and including details of two referees, one of whom should be your current or most recent employer

If you would like to chat about this role, please email HR or call 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. Interview by arrangement.

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



@stmartininthefield
@smitf_london



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