



WE'RE HIRING!

ST MARTIN-IN-THE-FIELDS



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Retail Assistant 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.

Like many organisations, St Martin's is entering a phase of regeneration and renewal following the devastating impact of Covid on our business and our staff. We are adapting to a new way of working and our business model is changing as we respond to the world around us. Because of this, all staff will need to remain flexible and agile as their roles and responsibilities flex to new ways of working or as we deal with any ongoing external factors that may impact our plans. We like to think of the future with excitement and as a time of opportunity and a chance to embrace change. We are looking for people to join our team who share that view of the world.

As a Retail Assistant you will be responsible for making visitors feel welcome (the shop is often the initial area visitors see when they come down the stairs/lift), keep the shop well stocked and presented, work in the foyer directly with our customers and visitors, providing information about our products, offer and activities. You will also fulfil online orders and support the Retail Team Leader. You will need to demonstrate the highest levels of welcome, customer service and have a positive attitude in everything you do – face to face.

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 a great experience. You must actively and positively engage with visitors ensuring a seamless experience, selling our products, providing information about products and activities, directing them around the space. 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.

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

Perks: free tea and coffee, staff meal (subject to t & cs) 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
- 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

- Ensure visitor spaces including the foyer, retail, gallery, crypt, church and our outdoor spaces are presentable and welcome at all times (this is not an exhaustive list)
- Working together with colleagues in other parts of the business
- Carry out opening and closing procedures at start/end of day, according to operational instructions
- Upsell appropriate products to customers, to maximise revenue
- Develop and maintain sound product knowledge
- Proactively review stock levels, by restocking as appropriate or by bringing to attention of Team Leader as appropriate
- Proactively replenishing stock from cupboards and stock areas
- Ensure correct handling of cash and PDQ transactions.

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 products, retail and all-round good welcome
- 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

- 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

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. Interviews by arrangement

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



@stmartininthefield
@smitf_london



@smitf_london



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