



# WE'RE HIRING!

ST MARTIN-IN-THE-FIELDS



## ST MARTIN-IN-THE-FIELDS

Team Leader, Front of House Application Pack

## WHO WE ARE?

St Martin-in-the-Fields (St Martin's) is an incredible place to work. Located in the heart of London on Trafalgar Square, we are a place for everyone – to worship, to relax, to meet, to eat and drink, to enjoy music and the arts and much more. We have iconic spaces, and we attract hundreds of thousands of people through our doors each year.

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 Front of House (FOH) Team Leader, you will be the face of St Martin's working directly with our customers and FOH team, 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 have one of London's most iconic spaces for eating and drinking and we want to use it in new and exciting ways. This role is key to helping us achieve that.

## OVERALL PURPOSE

This role is the ideal first step for a customer and sales focused individual exploring a Supervisory role in Front of House F & B operations. Your primary responsibility is to supervise the team and ensure customers are given the best welcome and great hospitality, whilst supervising the day-to-day FOH operations. Working side by side with the FOH team, you will carry out the induction, training and support the team. You and the team will need the people skills to make sure everyone has a positive experience from the moment they arrive until they leave. You will join a small and committed team of FOH staff.

We are looking for an individual passionate about engaging with people – you will be the face of St Martin's. This role requires flexibility, commitment and understanding of the entire organisation.

## WORKING WITH US

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

Working pattern: Monday – Sunday, 35 - 40 hours per week, shift pattern early, late and weekend work

Salary: £12.96 per hour plus Workplace pension (subject to t & cs)

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

Holiday entitlement: 28 days holiday including bank holidays

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

### 1. Team leadership

- Encourage and motivate good performance and teamwork, acting as a role model at all times
- Drive sales delivery, including up and cross sale of St Martin's products and activities

- Conduct department inductions, train and develop new team members, work experience and work placement students
- Organise tasks to team members to ensure the floor runs effectively at all times
- Build a strong working relationship with all departments

## 2. Customer service and visitor experience

- Deliver excellent customer service at all times and ensure FOH team deliver a professional, friendly service to all customers
- Deal with complaints and issues in a professional and efficient manner

## 3. Day to day operational activities

- Responsible for the operational set up of the site including external communications, public spaces, retail, ticketing and food service: serveries, drinks and licensed refreshments whilst adhering to opening and closing procedures
- Keep an eye on replenishment of stock to ensure we don't run low on food, drinks and shop items, carrying out stock take and ordering
- Provide suitable suggestions to customers, ensuring you have complete product knowledge, aware of all on going promotions and can maximise revenue through sales
- Ensure all areas of the foyer, crypt, church and courtyard always look presentable
- Complete administration including daily checks, temperature checks and cleaning rotas
- Carry out all cash procedures, accurately and according to management processes

## 4. Health and safety

- Practice good health and safety procedures at all times
- Highlight any operational issues to management immediately, or appropriate channels
- Knowledge of emergency and evacuation procedures, lead as necessary
- Comply with all security and health and safety policies
- Be able to use and clean all machinery in accordance with manufacturers guidelines, following training
- Assist in ensuring all licensable activities under the Licensing Act 2003 are undertaken within regulated guidelines

## 5. Personal development and performance management

- Engage fully with supervisory aspects of operations, implementing learning
- Support recruitment of FOH team
- Carry out all on-boarding activities for trial shifts, work placements and new joiners
- Work with the management team to maximise opportunities to drive sales and increase footfall

This is not an exhaustive description of the duties. Aspects will change over time and the jobholder is expected to contribute to the role's development and progression.

## PERSON SPECIFICATION

|                                       | Essential                                                                                                                                        | Desirable                                                                                                                                        |
|---------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Education &amp; qualifications</b> | <ul style="list-style-type: none"> <li>• 1 year + front of house experience in a busy café, restaurant</li> <li>• Food Safety Level 2</li> </ul> | <ul style="list-style-type: none"> <li>• First Aider at Work</li> <li>• Personal Licence holder</li> <li>• Fire safety and evacuation</li> </ul> |

|                                          |                                                                                                                                                                                                                                                                             |                                                                                                                                                       |
|------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Experience &amp; job knowledge</b>    | <ul style="list-style-type: none"> <li>• Passionate about great hospitality and creating welcome</li> <li>• Outstanding customer service skills</li> <li>• Good working knowledge of London food scene</li> <li>• Sound IT skills</li> </ul>                                | <ul style="list-style-type: none"> <li>• Experience of supervising, training and collaborative working</li> <li>• Knowledge of EPOS system</li> </ul> |
| <b>Job related skills / competencies</b> | <ul style="list-style-type: none"> <li>• Good at developing efficient, effective and reliable internal monitoring and reporting systems</li> <li>• Excellent written and spoken interpersonal skills</li> </ul>                                                             | <ul style="list-style-type: none"> <li>• Delivering training, individually and in groups</li> </ul>                                                   |
| <b>Personal attributes</b>               | <ul style="list-style-type: none"> <li>• A good communicator – someone who invests in working relationships and keeps communication channels open and active</li> <li>• Good motivation skills</li> <li>• Adaptable, work calmly and collaboratively with others</li> </ul> |                                                                                                                                                       |
| <b>Additional relevant criteria</b>      | <ul style="list-style-type: none"> <li>• Team player</li> <li>• Commitment to wholeheartedly endorse and embrace the ethos and mission of St Martin's and to live this out in all elements of the role</li> </ul>                                                           |                                                                                                                                                       |

## HOW TO APPLY

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

- An email 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

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.**

**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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