



## Job Profile – Assistant Duty Manager

Job Title	Assistant Duty Manager
Department	Concerts
Wage	£12.12 an hour
Contract Type	Part Time Permanent Hourly
Hours	Minimum 20 hours a week, 30 hours in December
Working Pattern	Lunchtime, Evening, Weekend and Christmas Period Availability Required
Line Manager/s	Duty Manager and Concerts Manager
Direct Report/s	Concert Hosts
Job Summary	To oversee the smooth operational requirements of Concerts at St Martin's

To apply for this role please email [peopleandculture@smitf.org](mailto:peopleandculture@smitf.org) with a copy of your CV.

### Nature and scope of the job

Music has always played a central part in the life of St Martin-in-the-Fields. With its striking Georgian architecture and outstanding acoustics, St Martin's is London's premiere concert venue. The UK's longest running free concert series dating back to the Second World War and the founding of the Academy of St Martin in the Fields in 1958. Today St Martin's has over 350 concerts per year and is well-known for offering a platform for talented musicians at the beginning of their careers, as well as for hosting some of the finest ensembles, choirs, and soloists in Britain. Lunchtime concerts run every Monday, Tuesday, and Friday with evening concerts every Thursday, Friday and Saturday, and Bank Holiday Mondays and some Tuesdays.

In this role you will be working directly with our customers during our busy Christmas season, providing information not only about the concerts you are working on but also about the work of St Martin's. You will need to demonstrate the highest levels of customer service, have a positive attitude in everything you do and get stuck into physical stuff – setting up for the concert including relocating furniture (full manual handling training given). Concerts take place in Church and the Box Office is in the foyer space of the Crypt of St Martin's.

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# Main Duties and Responsibilities

## 1. Concerts

- 1.1. Liaise with Concerts Manager and Concerts Administrator on concert days regarding programmes and posters, stage set up, welcoming of artists, changing space logistics, reserved seats and use of wheelchair seats, briefing of clergy, identifying and resolving any potential problem areas
- 1.2. Managing the safety of the venue during performances
- 1.3. Responsible for the start and finishing times of all lunchtime concerts
- 1.4. Managing all customers either outside or inside the venue
- 1.5. Introducing and closing concerts with public announcements when necessary
- 1.6. Responsible for sound system and amplification set-up and management during rehearsals and concerts if required, with training from the Duty Manager
- 1.7. Responsible for ensuring that all customer signage is visible and in the correct positioning
- 1.8. Working closely with other members of the management team to ensure that every concert runs smoothly
- 1.9. Clearing the performance area and setting up the stage for the next concert or service
- 1.10. Welcoming all external evening promoters and performers to the church and supporting with logistical queries

## 2. Health and safety

- 2.1. Ensure that health and safety and Fire Regulations are implemented according to Westminster City Council requirements
- 2.2. Maintaining up to date Fire Panel training
- 2.3. Ensure the team receive regular health and safety training and ensure emergency procedures are in place
- 2.4. Maintain accurate training records and identifying additional training needs as required
- 2.5. Active involvement in development and implementation of new/amended evacuations procedures
- 2.6. Be a trained first aider
- 2.7. Keep accident records and appropriate first aid supplies

## 3. People management and personal development

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- 3.1. Lead and train the team on customer service, working with HR to ensure all induction and training on First Aid, Run Hide Tell is up to date
- 3.2. Manage, motivate and develop the team
- 3.3. Monitor timekeeping, absence and covering shifts, and address with team members if required
- 3.4. Undertake on-boarding and out-boarding processes
- 3.5. Regular performance reviews with the Concert Ushers
4. General administration
  - 4.1. Attend Whole site staff meetings and other general meetings as and when required
  - 4.2. Monitor staff uniform
  - 4.3. Ensure signage is maintained to a clear and professional aesthetic level, and replacing where necessary
5. Church
  - 5.1. Maintaining Front of House Office
  - 5.2. Reporting any maintenance requirements in the church
6. Customer service and guest experience
  - 6.1. Welcome and oversee the experience of the performing artists to the highest standards of artist liaison management and reporting any issues or queries to the Concerts Manager
  - 6.2. Manage customer relations to ensure the highest standards of service
  - 6.3. Dealing with on-site customer complaints, always providing excellent standards of customer service

This is not an exhaustive description of the job; aspects will change over time and the jobholder is expected to contribute to its development and progression.

## Knowledge, skills, and abilities

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

- Experience of working in a busy, customer orientated environment
- Proven team management and motivation skills
- Excellent time management skills
- First class interpersonal and customer service skills
- Ability to cope in high pressured circumstances whilst remaining calm

On top of this you will need to have:

- An interest in classical music and of working with classical musicians along with orchestral set up and stage management
- Experience of working in an arts venue
- An understanding of licensing laws and the ability to apply them to working practices
- Recruitment experience
- And be energetic, passionate, driven, and ambitious with the right attitude!