



Job Profile – Concerts Host (Temporary)

Job Title	Concert Host - Temporary
Department	Concerts
Wage	LLW - £11.95
Contract Type	Zero Hours
Hours	20 hours a week in November/December
Working Pattern	Evening, Weekend and Christmas Period Availability Required
Line Manager/s	Assistant Duty Manager & Duty Manager
Direct Report/s	Not Applicable
Job Summary	To assist in the smooth, efficient, and safe running of the front of house department of Concerts, before, during and after the concert.

To apply for this role please email 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.

Main Duties and Responsibilities

1. Operations

- 1.1. Setting up of church before concerts and clearing all equipment and litter away after the concert
- 1.2. Reporting any problems, i.e., double bookings or health and safety issues, immediately to a member of management
- 1.3. Scanning tickets and helping customers to their seats

2. Customer and Visitor Experience

- 2.1. Creating a welcoming atmosphere for audiences, promoters, and musicians
- 2.2. Deliver exceptional customer service to internal and external customers
- 2.3. Deal with on-site issues or complaints, escalating them to management if necessary
- 2.4. Understand and keep up to date with the site-wide activities across St Martin's and maintain good communication with all departments and colleagues.

3. Health and Safety

- 3.1. Acting in an emergency to ensure the safety of everyone in the Church. This involves having a thorough knowledge of all aspects of the evacuation procedure and being able to carry out the duties involved. It also includes knowing the location and purpose of all fire extinguishers in Church
- 3.2. Being alert and vigilant throughout the concert

4. General Duties

- 4.1. Maintaining a neat, clean, and tidy appearance, ensuring the required uniform is always worn when on duty
- 4.2. Working together with colleagues in other parts of the business
- 4.3. Willingness to attend training where necessary
- 4.4. Observe safety and emergency procedures

Knowledge, skills, and abilities

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

- Be highly organised and a forward-thinking person, with the ability to manage conflicting priorities.
- Be able to anticipate a client's needs.
- Demonstrate a real attention to detail and excellent timekeeping.
- Deliver excellent customer service.
- Possess clear verbal and written communication skills
- A team player with an interest in people, who enjoys working with others within a large and varied organisation.
- Ability to respond calmly and confidently to last minute challenges and problems.
- A knowledge of Health and Safety, and venue management would be helpful.
- An interest in classical music.
- On top of this you will need to:
- Work in sympathy with the ethos and values of St Martin's.
- Have the right attitude!