

<b>Position</b>	Box Office Assistant
<b>Salary</b>	£13.85 per hour
<b>Location</b>	St Martin-in-the-Fields, Trafalgar Square, WC2N 4HJ
<b>Full-time/Part-time</b>	Part-time
<b>Role overview</b>	To act as the first port of call for exceptional visitor experience for all those using the Crypt space at St Martin-in-the-Fields

### **Background**

St Martin-in-the-Fields is a working parish church in the heart of London. St Martin's operates a number of successful commercial activities on site including the Box Office, Café in the Crypt and Courtyard, Events spaces and a full and varied programme of concerts, the profits from which support the work of the church.

Outstanding music and artists enrich the cultural life at St Martin's. With regular performances from internationally renowned musicians, there's something for everyone to enjoy. Our Box Office team plays a crucial role in making this happen.

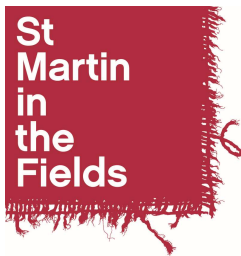
### **Nature and scope of the job**

In this role you will be working directly with our customers, providing information about our concerts programme, general enquiries about the site and making sales in person, by email, and by telephone. You will need to demonstrate the highest levels of customer service and have a positive attitude in everything you do, creating a warm environment for visitors to the Crypt at St Martin's.

The Box Office is situated in the foyer space of the Crypt of St Martin's and our Box Office team are often the first to interact with guests to the site. You will demonstrate knowledge about St Martin's and its activities, providing guidance to all Crypt users when required and following processes to ensure the safety of visitors.

### **Main duties and responsibilities**

- Be the first point of contact for St Martin-in-the-Fields, creating rapport with a wide range of visitors and staff in the foyer area for the crypt;
- Assist members of the public with queries related to the site, organisation, church and concerts/events programme along with information about the local area;
- Answer telephone queries and reply to emails in the Box Office shared inbox;
- Make sales to members of the public using Spektrix, over the phone and in person;
- Maintain a presentable and clean environment around the Box Office desk;



- Support the Concerts and Café teams during busy events with wayfinding, directing event attendees to the correct areas of the site;
- Receive deliveries and alert relevant colleagues of receipt; and
- Provide general administrative support including processing guestlists, completing data cleaning and data entry tasks.

*This list of duties is not exhaustive, and you may, from time to time, be required to undertake other duties in line with the expectations of this role.*

### **Knowledge, skills, and abilities**

You will have:

- Experience using Spektrix is desirable but not essential;
- Customer service experience;
- Flexibility;
- Good communication and IT skills including data handling;
- Welcoming and friendly demeanour;
- Strong attention to detail;
- Effective multitasking and time management skills; and
- Capability for working both in a team and independently.

### **Who we are looking for**

St Martin-in-the-Fields welcomes applications from all sections of the community and is committed to maintaining an inclusive working environment, with a diverse workforce. We value individuality, equality and representation and appoint on merit.

### **Working at St Martin's**

- **Based at** - St Martin-in-the-Fields, Trafalgar Square, London
- **Working pattern** – This role is offered on a part-time basis where the successful candidate can expect to work a minimum of 16 hours per week
- **Perks** - Free barista coffee and tea throughout your working day, 20% discount in the Café in the Crypt/Courtyard, Shop (excluding books), concert concessions and Employee Assistant Programme (EAP)

### **How to apply**

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

- An up-to-date CV detailing your relevant achievements.

Interviews will be held as suitable applications are received. St Martin's reserves the right to close and appoint to this role within the stated advertising period, and so advises early applications are submitted.