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| <b>Position</b>            | Assistant Duty Manager   |
| <b>Salary</b>              | £14.55 per hour  |
| <b>Location</b>            | St Martin-in-the-Fields, Trafalgar Square, WC2N 4HJ  |
| <b>Full-time/Part-time</b> | Part-time, 15 hours per week (usually including Tuesday, Thursday, Friday, and Saturday evenings)                                    |
| <b>Reports to</b>          | Duty Manager   |
| <b>Role overview</b>       | To assist the Duty Manager with overseeing the operational requirements of the cultural events programme at St Martin-in-the-Fields. |

## **Background**

St Martin-in-the-Fields (St Martin's) is a remarkable place to work. Located in the heart of London on Trafalgar Square, we are a place for everyone, everywhere, every day – to worship, reflect, relax, meet, eat and drink, enjoy the arts, and much more. The church is a 300-year-old architectural jewel. We have iconic spaces that attract hundreds of thousands of people to our site each year.

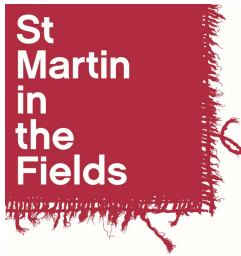
Among the 450+ events we put on every year, St Martin's is particularly well known for its musical tradition both in our regular church services and in our exciting concerts programme. Outstanding music and artists enrich the cultural life at St Martin's. With regular performances from internationally renowned musicians, there's something for everyone to enjoy. We regularly work with some of the most sought-after ensembles including Monteverdi Choir and Orchestra, The English Concert, Gesualdo Six, The Sixteen, BBC Singers, and more.

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

The Assistant Duty Manager works directly with the Duty Manager on ensuring the smooth delivery of our cultural events programme throughout the week including a variety of concerts in the church and various acts who perform in the Crypt space.

The successful candidate will liaise with a wide range of stakeholders including colleagues across the site, from the Box Office to the Church Operations team, as well as supporting the Duty Manager in communicating with and supervising external contractors when they are on site. Along with our team of Concert Ushers, you will be responsible for delivering concerts safely and efficiently, with a particular focus on visitor experience.

You will be confident in appropriate health and safety and fire evacuation procedures, and you will have a passion for motivating others you work with through good team working and a



positive attitude towards the wide range of events we deliver at St Martin's. The successful candidate will pride themselves on their customer service and will be skilled at managing complaints and disagreements from audience members.

Currently, live evening performances usually occur on Tuesdays, Thursdays, Fridays, and Saturdays, so availability on these evenings is essential. Timings of events are generally from 7pm to 10pm, although each event is unique.

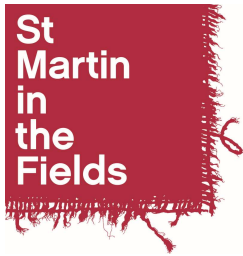
### **Main duties and responsibilities**

#### *Live events and Front of House*

- Assisting the Duty Manager with the logistics of the cultural programme including providing support on stage set ups, liaising with visiting personnel about merchandise selling, setting up and monitoring concert specific lighting around the church and ensuring that artists, their teams, and promoters are catered for and comfortable for the duration of events;
- Setting up and assisting with the set up and distribution of required equipment to the Concert Hosts, along with advising the team on their positioning for the concert/event;
- Collaborating with the Box Office team, including ticket issues, re-seating audience members, and accessible seating requests;
- Working closely with the Hospitality team regarding interval refreshment arrangements and supporting the FoH team with managing audience across site;
- Liaising with Vergers (Church Operations) regarding all set up requirements pre- and post-event including some rearranging of equipment in line with the space sharing protocols;
- Working with the Duty Manager and Security team to ensure lock-up procedures are appropriately followed and the premises is left secure following a concert or event;
- Occasionally managing external hires of our rehearsal spaces; and
- Covering the Duty Manager when necessary, overseeing the FoH team and assisting the performers. (Duty Management training will be provided, and these shifts will be paid at the Duty Manager rate.)

#### *Health and Safety*

- Ensuring that health and safety and fire regulations are implemented according to Westminster City Council requirements, including checklists and walkarounds ahead of each shift;
- Ensuring that colleagues receive regular Health & Safety training and ensuring emergency procedures are in place;
- Being actively involved in the development and implementation of new/amended evacuation procedures; and
- Reporting any maintenance requirements in church.



### *People Management*

- Supporting the Duty Manager with providing Visitor Experience training for Ushers;
- With support from the Duty Manager, briefing the FoH team ahead of each shift;
- Assisting the Duty Manager and FoH team in managing and reporting incidents appropriately; and
- Liaising with Concert Ushers on a regular basis including being a friendly person they can come to with issues.

*This is not an exhaustive list of responsibilities; aspects of the role will change over time and the postholder is expected to proactively 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:

- Demonstrable experience of working in a busy, customer-oriented environment, preferably in the arts;
- Experience of leading and motivating large teams in a challenging fast-paced audience-focused environment;
- Excellent time management skills and general organisational acumen;
- Willingness to be hands-on and task-focused;
- Demonstrable commitment to health and safety, fire, and licencing regulations;
- Ability to work calmly under pressure and have a flexible approach to working in a busy environment;
- Ability to communicate clearly, diplomatically, and calmly; and
- Working knowledge and understanding of basic AV set up.

*You will also have:*

- An interest in and knowledge of the arts;
- Experience of working in an arts venue; and
- An energetic, passionate, driven, and ambitious attitude.

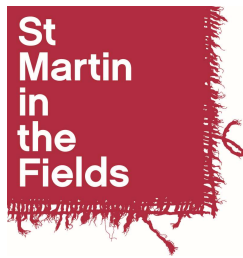
### **Who we are looking for**

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.

### **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.