



# St Martin-in-the-Fields Ltd

Events Administration Assistant Application Pack

End date - 29 March 2019

## **Who we are**

St Martin-in-the-Fields is a unique configuration of cultural, charitable and commercial initiatives rooted in the life of a vibrant Church of England congregation. Our vision is *At the heart. On the edge*. This declares that we see ourselves at the heart of London, through our location on Trafalgar Square, and of the nation, through our 500-year links with the royal family, and also of the church, through our national profile gained through nearly a century of broadcasting and our flagship role in social issues – but also appealing to the heart through our long tradition of choral and classical music and our reputation for compassion gained through a century of engagement with poverty and destitution. It also names our calling to be on the edge, not just of Trafalgar Square but alongside those on the edge through being excluded, ignored or oppressed by society or church, and on the cutting edge of innovation in culture, commerce, charity and congregational life.

## **About the Events department**

St Martin-in-the-Fields is a unique venue located in the heart of Trafalgar Square, central London. We offer a range of flexible spaces for meetings, conference and events of both a contemporary and historic nature. We offer good value for money, complimentary Wi-Fi and a great in house catering team to meet a variety of requirements, from simple sandwich lunches to gourmet seated dinners and everything in between. All profits from our events business support the work of the church with its particular focus on helping homeless and vulnerable people.

The spaces can be used for a wide range of events for corporate, charitable or private hire including, conferences, meetings, receptions and training events. In addition to these we can cater for parties, book launches, rehearsals, dinners and weddings.

With a brand new and exciting upgrade taking place in October 2018 to St Martin's Hall – namely brand new AV, we are keen to let the market know about this enhancement and attract new conference business.

St Martin's has the following spaces to hire:

- 3 meeting rooms accommodating 6, 10 and 22 guests
- St Martin's Hall suitable for up to 120 theatre style or up to 200 for a reception
- The Gallery for up to 150
- The Crypt suitable for up to 500 guests
- The Courtyard suitable for up to 150-300 guests

These spaces can be hired individually, as a suite of rooms or breakout spaces.

## **About the role**

You will be working in the Events team keeping all the admin up to date and delivering events across the site. Over recent months there has been a drive to secure new conference and meeting business for Events at St Martin's. St Martin's Events team has set some ambitious targets for 2018 / 2019, and is looking for a well organised person to support the administration. This is an ideal opportunity for the right candidate looking to start a career in Events Management.

St Martin's is surrounded by numerous local businesses, office and work spaces, corporate and individual companies, as well as major tourist attractions, shops, restaurants and has great transport links.

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

- Based at: St Martin-in-the-Fields, Trafalgar Square, London (nearest overground Charing Cross, nearest tube Charing Cross, Embankment, Leicester Square and Covent Garden)
- Working pattern: In general will be Monday to Friday, however there is weekend work for some event bookings, 40 hours per week, including some early mornings and evenings
- Salary: £11.00 per hour plus Workplace Pension.

- Perks: Free meal on duty, free filter coffee and tea throughout your working day, 20% discount in the Café in the Crypt/Courtyard and Shop (excluding books and CDs) and limited concert concessions
- Holiday entitlement: 28 days holiday including bank holidays
- Notice period: 4 weeks

## **Job Profile**

### **1 Administration**

- Record the progress of all enquiries and translate into reports, including source of business, trends, enquiry conversion rates, predicted event sales
- Ensure a tracking system for all event paperwork
- Handle deposit payments in a timely and efficient manner
- Arrange all event details and produce a detailed event function sheet outlining accurate event requirements
- Prepare event summary function slips
- Control the event booking diary in all event spaces
- Prepare all event signage ahead and in readiness for events
- Support the Events team to keep up to date with administration for existing and future bookings

### **2 In-coming enquiries**

- Respond quickly and efficiently to all in-coming sales enquiries, by telephone and email, ensuring the client receives the appropriate information about our venue
- Follow up all enquiries in a timely manner, preparing proposals where necessary
- Ensure the spaces are presentable at all times for viewings, i.e. particularly when not in use

### **3 Logistics**

- Have a thorough working knowledge and confidence of how the event operations team prepare and run an event
- Work with event operations on actual events to gain an understanding of how they run
- Meet with the client on the day of the event and introduce/hand over to the Event Duty Manager. This may include evenings and weekends when required
- Notify the Events team of any operational issues

### **4 Personal development**

- Fully support the Events team with the smooth operation of the events space
- To attend and contribute to relevant meetings
- Generate and facilitate show rounds with potential clients to present our venue

### **5 Customer service and guest experience**

- Deliver exceptional customer service to every client
- Ensure a sound working knowledge of the organisation and the events space available, used appropriately and consistently
- Understand the site wide activities across St Martin's

**6** 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.

## **Who we are looking for**

We are looking for an Events Admin person to support the Events team during this time of increased activity. They should be:

- Passionate – about understanding and responding to a client's needs
- Enthusiastic – about hospitality and great customer care
- Hardworking – who can take the initiative to get things done and work to deadlines

- Motivated – to learn and excel in events industry
- Self-starting – excellent at organisation and calm under pressure
- Friendly – able to work in a team with a fantastic team spirit

### **Person Specification**

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

- Knowledge and experience of hospitality or/ and assisting events planning
- 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 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
- Have a flexible attitude to working hours
- Good working knowledge of Microsoft packages, including Excel or databases
- Experience with events booking system would be advantageous, we work with Rendezvous room booking software

On top of this you will need to:

- Excellent personal presentation
- An enthusiasm for Events management
- Work in sympathy with the ethos and values of St Martin's
- Have the right attitude!

### **How to apply**

To apply for this post, please email the following to [hr@smitf.org](mailto:hr@smitf.org) by **9.00 am on 29 March 2019**:

- a supporting statement, explaining why you believe you can do this role
- a comprehensive CV detailing your relevant achievements in each role, and including details of two referees, one of whom should be your current or most recent employer

If you are interested in this opportunity and want to know more, please call a member of the Human Resources Team on 020 7766 1101/1119 or email [hr@smitf.org](mailto:hr@smitf.org).

Interviews will be held on 05 April 2019.

*Please note only shortlisted candidates will be contacted, unfortunately we cannot respond to all individual applicants.*