



St Martin-in-the-Fields

Evening Concert Assistant Duty Managers

End date - 28 May 2019

About the role

In this role you will help supervise our fantastic team of Concert Ushers, in our iconic building, to support the Duty Manager. You will be working directly with our customers, 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, for example setting up for the concert which may include relocating furniture (full manual handling training given).

About the department

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.

The Music Department at St Martin's embraces both commercial music making and music in worship. Alongside the regular pattern of choral worship, we put on over thirty concerts each year by in-house music ensembles.



Working at St Martin's

- Based at: St Martin-in-the-Fields, Trafalgar Square, London
- Working pattern: general pattern is every Thursday, Friday and Saturday, 6.00 pm – 10.30 pm, every Bank Holiday Mondays and approximately two Tuesdays per month
- Salary: £11.54 per hour, plus Workplace Pension
- Holiday entitlement: pro rata paid 28 days including bank holidays
- Perks: 20% discount in the Café in the Crypt/Courtyard, Shop (excluding books) and limited concert concessions
- Notice period: 4 weeks

Job Profile

1 Operational

- Set up and monitor concert specific lighting from fixed locations within the church
- Liaise with Box Office on concert nights regarding audience numbers and wheelchair seats
- Liaise with the Duty Manager and Box Office regarding ticket issues, re-seating audience members and the use of house seats when required
- Manage the maintenance and supply of required equipment for concerts, within budget
- Providing flexible cover for Box Office if and when necessary
- Liaising with the promoters and musicians and ensuring that they feel welcome and have everything that they need to ensure the concert runs smoothly
- Working closely with Assistant Duty Managers and Duty Managers to ensure every concert runs smoothly
- Providing cover and deputising for the Duty Manager where necessary
- Oversee the tidying up procedure at the end of a concert

2 Health and safety

- Ensure that Health and Safety and Fire Regulations are implemented according to Westminster City Council requirements
- Make sure that staff receive regular Health & Safety training and ensure emergency procedures are in place
- Active involvement in development and implementation of new/amended evacuations procedures

3 Staff and teamwork

- Support the Duty Manager to provide Customer Service training for Concert Ushers
- Assisting Duty Manager and Front of House team in managing and reporting incidents appropriately
- Liaising with concert ushers on a regular basis

4 Church

- Liaise with Vergers and regarding all operational matters in the church with regard to concerts
- Report any maintenance requirements in church
- Liaise with other Assistant Duty Managers and Duty Manager to ensure the church is locked up safely at the end of each concert

5 Customer relations

- Manage customer relations to ensure the highest standards of service
- Display of marketing materials in and around the church, and disposal of old materials
- Dealing with on-site customer complaints, providing excellent standards of customer service at all times, training and encouraging all ushers to provide excellent standards of customer service at all times

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 searching for two enthusiastic, energetic, and organised team leaders to help supervise our team of Concert Ushers in our beautiful iconic building, and support the Duty Manager. This is a fantastic opportunity to be closely involved in a world renowned music venue.

We want two people who are:

- Passionate – about creating a welcome
- Hardworking – who can take the initiative to get things done
- Self-starting – excellent at organisation and calm under pressure
- Friendly – able to work in a large and varied team
- Approachable – the go to person

Person Specification

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 personal and team supervision/management, and motivation skills
- Excellent time management skills, including the ability to work under pressure
- First class interpersonal and customer service skills

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
- Be enthusiastic about the ethos and work of St Martin-in-the-Fields
- Be energetic, passionate, focused and with the right attitude!

A bit about St Martin's

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.

How to apply

To apply for this post, please email the following to hr@smitf.org by **9.00 am on 28 May 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 would like to chat about this role, please call a member of the Human Resources Team on 020 7766 1101/1119.

Interviews will be held on **03 June 2019**.