



St Martin-in-the-Fields

Lunchtime Concert Usher Application Pack

End date - 17 June 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 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.

About the role

In this role you will be working directly with our visitors, 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 located in the foyer space of the Crypt of St Martin's.

Regular lunchtime concerts are Monday, Tuesday and Fridays, with performances beginning at 1.00 pm and ending around 2.00 pm. Shifts generally start at 12.15 pm and finish around 2.30 pm.

Working at St Martin's

- Based at: St Martin-in-the-Fields, Trafalgar Square, London
- Working pattern: general pattern is every Monday, Tuesday and Friday, 12.15 pm – 2.30 pm, with the occasional Thursday and Saturday working from 9.30 am – 1.00 pm
- Salary: £10.55 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: 1 week



Job Profile

1 Operations

- Setting up of church before concerts and clearing all equipment and litter away after the concert
- Reporting any problems, i.e. double bookings or health and safety issues, immediately to a member of management
- Providing cover to the Box Office for pre-paid ticket collection when necessary

2 Customer Service and visitor experience

- Creating a welcoming atmosphere for audiences, promoters and musicians
- Deliver exceptional customer service to internal and external customers
- Deal with on-site issues or complaints, escalating them to management if necessary
- 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

- Acting in an emergency situation 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
- Being alert and vigilant throughout the concert

4 General duties

- Maintaining a neat, clean and tidy appearance, ensuring the required uniform is worn at all times when on duty
- Working together with colleagues in other parts of the business

- Willingness to attend training where necessary
- Observe safety and emergency procedures

5 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 enthusiastic, passionate, customer focused people to join our team of Concert Ushers. This is a fantastic opportunity to be closely involved in a central London world – renowned music venue.

Who is:

- Passionate – about working in a beautiful, central London location
- Enthusiastic – about great customer service
- 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 team

Person Specification

- 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!

How to apply

To apply for this post, please email the following to hr@smitf.org by **9.00 am** on **17 June 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 1119/1101.

Interviews will be held in the morning on **19 June 2019**.