

Position	Seasonal Concert Host
Salary	£13.85 per hour
Location	St Martin-in-the-Fields, Trafalgar Square, WC2N 4HJ
Full-time/part-time	Part-time, temporary
Reports to	Duty Manager
Role overview	To play a crucial role in ensuring the smooth, efficient, and safe operation of our front-of-house department during concerts.

Shift pattern and availability requirements

To apply for this role, you must confirm that you have total availability up until January 1st. We cannot accept any requests for any time off during our Peak December period. This role will start from the 18th of November, but we are willing to discuss alternative start dates before December.

The shift patterns available are:

- 3 shifts a week, 10.5 hours
- Casual Contract

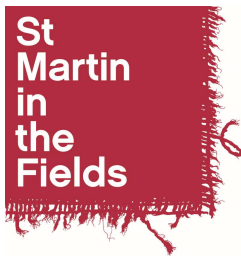
Background

At St Martin-in-the-Fields, music isn't just an art; it's a vibrant part of our history and spirit. With its timeless Georgian architecture and exceptional acoustics, St Martin's stands as London's premier concert venue. We boast 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, we host over 350 concerts per year, offering a platform for emerging musicians and showcasing Britain's finest ensembles, choirs, and soloists. Our music resonates in the heart of the city, celebrating both commercial music-making and spiritual harmony.

Joining St Martin-in-the-Fields means becoming a part of our rich musical heritage and our commitment to fostering a vibrant community. We offer comprehensive training, opportunities for personal and professional development, and a supportive environment where your ideas and creativity are valued.

Nature and scope of the job

As a Concert Host, you'll play a crucial role in ensuring the smooth, efficient, and safe operation of our front-of-house department during concerts. You will set up the venue, create



a warm and welcoming atmosphere for our audiences, and provide exceptional customer service to both internal and external patrons. Your duties include handling on-site issues, maintaining clear communication with various departments, and contributing to the overall visitor experience.

Main duties and responsibilities

Operations

- Setting up of church before concerts, including occasional moving and positioning of heavy equipment, 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; and
- Providing cover to the Box Office for pre-paid ticket collection when necessary.

Customer service and visitor experience

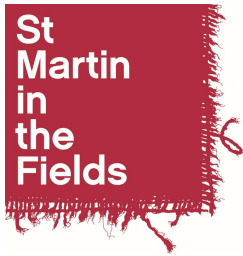
- Creating a welcoming atmosphere for audiences, promoters, and musicians;
- Delivering exceptional customer service to internal and external customers;
- Dealing with on-site issues or complaints, escalating them to management if necessary; and
- Understanding and keeping up to date with the site-wide activities across St Martin's and maintaining good communication with all departments and colleagues.

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;
- Being willing to attend training where necessary; and
- Observing safety and emergency procedures.

Knowledge, skills, and abilities

- Excellent organisational skills and attention to detail;
- Outstanding customer service and communication skills, both verbal and written;
- Ability to work collaboratively within a diverse team;
- Knowledge or interest in classical music is desirable but not essential; and
- A positive attitude and enthusiasm for creating memorable experiences for our visitors.



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:

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

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