

St Martin-in-the-Fields



Café Supervisor



Who we are

St Martin-in-the-Fields (St Martin's) is an incredible 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 music and the arts and much more. The church is a 300-year-old architectural jewel.

Hospitality sits at the very heart of our welcome to the many hundreds of thousands of visitors we welcome to the site each year. We offer unique spaces and venues for people from all walks of life to come and pray, socialise, reflect, party, be entertained, meet or celebrate. Our iconic Crypt is our flagship space and is well known across London for its daytime café which welcomes many thousands of visitors each week. But the space also transforms into a nighttime venue with live music and cabaret shows, silent discos, immersive theatre, comedy and more. It also is a sought-after space for commercial hires and hosts West End opening night parties, gala dinners, drinks receptions, product launches and more.

In addition to the Crypt, we have a summer outdoor courtyard café and other internal spaces in which hospitality forms a critical part of our visitors' experience. From standing drinks receptions to business lunches, pre and interval concert drinks to seated gala dinners – no two days are the same here and the hospitality team need to be agile and flexible in delivering sometimes multiple complex events at the same time.

We have exciting plans for our site and are currently working on scoping out ways to improve and upgrade the buildings and spaces. Part of this includes planning for a major refit and upgrade to the Crypt café and we are recruiting in other areas throughout the food and beverage team to support this growth.

About the role

We are seeking a Café Supervisor to join our team which comprises of two Team Leaders, two Supervisors and 30+ Café Assistants who cover the day-to-day Café service, our in-house, commercial and corporate events, including silent discos, conferences and fashion shows, to name but a few. The successful candidate will work on a shift basis and be responsible for opening and closing, cashing up, staff rotas and the smooth day-to-day running of the café, maintaining a consistently high standard of presentation and customer service.

Job Profile

- Assist the management team with the day-to-day running of the Crypt Café and supporting the delivery of events across the site;
- Oversee the Café Assistants and provide them with direction for which tasks to complete during their shift;
- Prepare the day-to-day menu requirements as agreed with the Head Chef and have food displays ready for service;
- Maintain the required records for Food Safety and H&S due diligence, stock control, orders, waste, and staff training;



- Ensure all areas are kept clean and tidy throughout opening times and performing pre-opening and post-closing cleanliness checks;
- Ensure the team store and rotate stock correctly in line with food safety guidelines and Café requirements;
- Support the kitchen team with any requirements they might have throughout the day;
- Act as a mentor and guide to the Café Assistants, demonstrating good leadership;
- Produce hand-over notes for the next shift including recording any poor behaviour from team members and highlighting any issues with stock levels;
- Handle customer enquiries, complaints and feedback; and
- Support barista duties if required.

Person Specification

We are seeking someone to fit seamlessly into our diverse and growing team. The ideal candidate will:

- Demonstrate initiative, energy, enthusiasm and excellent customer service skills;
- Have experience in a Café Supervisor role (or similar) Display high standards of personal presentation;
- Be a team player who is willing to roll up their sleeves and support on all aspects of life in the Café; and
- Possess a positive attitude, an ability to work calmly under pressure and have a flexible approach to working in a busy environment.
- Late night operations and previous bar experience are desired but not essential.

We can only accept applications from those who have the right to live and work in the United Kingdom.

Working at St Martin's

- **Based at** - St Martin-in-the-Fields, Trafalgar Square, London
- **Working pattern** – Working hours are 40 per week, Monday-Sunday on a rota basis
- **Salary** - £32,500 per annum
- **Holiday Entitlement** – 25 days plus bank holidays
- **Perks** - Free barista coffee and tea throughout your working day, 20% discount in the Café in the Crypt/Courtyard, Shop (excluding books), limited concert concessions and Employee Assistant Programme (EAP)

Who we are looking for

St Martin's 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.



Why should you apply?

- You want to progress your career and increase your own knowledge and skills in a supportive and compassionate environment;
- You want a competitive salary and benefits; and
- You want to work in a progressive and inclusive environment that celebrates individuality and self-expression every day.

How to apply

To apply for this post, please email the following to peopleandculture@smitf.org:

- A supporting statement, explaining why you believe you will excel in this role;
- 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 as soon as the appropriate candidate is appointed, and so advises early application to prevent disappointment.