



SINFONIA SMITH SQUARE CREW:

Responsible to: Venue Manager

Job Type: Casual

INTRODUCTION AND BACKGROUND:

Sinfonia Smith Square leads the way as a beacon for the future of classical music. Through our ambitious Fellowship programme, we support the musical careers of some of the brightest emerging talent from across the globe. Our home provides a stage for world-class artists and ensembles, a vital meeting place for the community, and a source of inspiration, bringing the joy of music to ever-wider audiences.

Sinfonia Smith Square Fellowship Programme

Founded in 2002, Sinfonia Smith Square (formerly Southbank Sinfonia) welcomes 34 talented musicians each year to form an orchestra. Through world-class collaborations, bold programming, and educational leadership projects, the programme intensifies their professional development and advances their musical careers. Players rehearse, perform, and tour together, forming vital connections with peers and partners. We experiment with concert formats, cross-genre collaboration, and empower our musicians to actively shape their year. Players learn from the best in the profession and in turn are inspirational role-models to their younger counterparts supporting a diverse musical talent pipeline, working with young people up to 18. With over 700 alumni in orchestras, as educators and in their own pioneering music ventures, the programme shapes classical musicians of the future, and through that the classical music world of the future.

Smith Square Hall

Smith Square Hall (previously St John's Smith Square) has been welcoming musicians and music lovers since its restoration as a concert hall in 1969. Set just a few hundred metres from the Houses of Parliament, our home is a Grade I listed 18th-century Baroque masterpiece famous for its outstanding acoustic, hosting a yearround programme of public and private orchestral concerts, festivals, filming, workshops, family events, jazz performances, and private functions. As a uniquely flexible London performance space it is somewhere in which artists can create singular projects not possible elsewhere and conjure special moments with audiences.

Smith Square Hall is not just a concert hall – it is the foundation for our future. Over the next few years, our newly merged organisation will be undertaking a Capital restoration that will create and improve welcoming and accessible spaces for world-class artists, performers, our orchestra and our audiences igniting a vibrant new era of artistic innovation and community connection.



ROLE OVERVIEW

Crew play a vital role in supporting the smooth running of events and logistics taking place in Smith Square Hall. The team provides a first-class standard of service for all visitors, artists and clients, ensuring a safe, professional and welcoming environment at all times.

Working as part of our crew, you will assist in the preparation and delivery of events and concerts. Your duties will include building and striking stage extensions, venue set up, hall arrangements, orchestral set up and assisting the Duty Manager with any layout changes that arise during rehearsals, concerts or commercial events.

We are looking for individuals with a flexible, can-do approach, who understand the demands of a busy venue operating year-round. The ideal candidate will be motivated, practically minded and able support both the artistic and commercial aspects of our operational running.

KEY RESPONSIBILITIES

1.0 EVENT PREPARATION AND DELIVERY

- Assist with set up and break down of stage extensions, chairs, music stands and other performance equipment
- Support hall arrangements for rehearsals, concerts, talks, dinners and other commercial hires
- Assist the Duty Manager and Technical Manager in implementing layout changes quickly and efficiently during events
- Handle instruments and equipment with care, ensuring correct positioning and storage
- Ensure all back of house and public areas are safe, clear and tidy before and during events

2.0 HEALTH AND SAFETY

- Always comply with venue health and safety procedures
- Follow manual handling best practice and use provided equipment to complete tasks safely
- Report any hazards, damages or maintenance needs promptly to the Duty Manager



- Assist in emergency procedures as required

3.0 CUSTOMER SERVICE

- Provide a high standard of service to performers, clients and visitors, offering assistance in a polite and professional manner
- Represent the venue as a knowledgeable and approachable member of staff
- Maintain confidentiality and discretion when working with artists and clients

4.0 TEAMWORK AND COMMUNICATION

- Work collaboratively with colleagues in crew, technical and front of house teams
- Communicate effectively with Duty Managers regarding progress and any issues arising
- Contribute positively to the smooth running of all events and activities

PERSON SPECIFICATION

ESSENTIAL

- Practical and hands-on approach with the ability to undertake manual handling tasks
- Reliable, punctual and flexible with a willingness to work evenings, weekends and unsociable hours
- Strong teamwork skills with a cooperative and professional attitude
- Good problem-solving skills and the ability to adapt to last minute changes
- Understanding the needs of performers, clients and audiences within a live event setting

DESIRABLE

- Previous experience working in a concert hall, theatre or events venue
- Basic knowledge of technical equipment (lighting, sound av)
- First aid and/or manual handling training (training to be provided if not previously undertaken)
- Interest in classical music, commercial events and/or the arts

WORKING CONDITIONS

The role involves a range of physical tasks, including lifting, carrying and moving equipment and requires flexibility to work variable hours, including evening, weekends



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and public holidays, in line with our venue activities. Full training on manual handling, venue procedures and health and safety will be provided to support you in your role.

TERMS OF EMPLOYMENT

This is a casual position, and hours will be agreed with successful candidates according to a rota agreed one calendar month in advance.

Salary: £13.25 per hour + holiday pay (minimum 3-hour call)

Pension: Sinfonia Smith Square operates a work-place pension scheme which all staff are eligible to join subject to standard pension auto-enrolment procedures

Hours: flexible, according to the rota agreed one month in advance.

Probationary period: Six Months

Notice Required: One Month

Start date: November 2025

Sinfonia Smith Square operates an occupational pension scheme via NEST.

There is a 50% discount for food and drinks, 20% discount for alcohol in the Footstool Cafe and Bar at Smith Square Hall for staff members.

EQUAL OPPORTUNITIES

As an equal opportunities' employer, Sinfonia Smith Square is committed to the equal treatment of all current and prospective employees and does not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership. We aspire to have a diverse and inclusive workplace, and we strongly encourage suitably qualified applicants from a wide range of backgrounds to apply for this position. We aim to operate an inclusive recruitment process; applications will be anonymised before being passed to the shortlisting panel. If you have any particular requirements, please let us know at any point during the process.



HOW TO APPLY

Please visit <https://www.sinfoniasmithsq.org.uk/our-story/jobs-listing/> for further details.

The closing date for applications is Thursday 30th October

To apply email your CV, personal statement and equal opportunities monitoring form (available on our website) to Lauren Atkinson (lauren@sinfoniasmithsquare.org.uk) by the closing date.