



UK Risk Manager

About Us

ATG Entertainment is proud to stand at the forefront of the live entertainment industry.

Our expertise and capabilities enable producers and other creatives to bring their visions to life and create unforgettable performances for audiences, presented in our landmark venues and delivered with exceptional hospitality. It is the passion of our teams, that cover every discipline across the live entertainment industry, that underpins our continuing strategic growth and success.

We own, operate or programme some of the world's most iconic venues; ATG Entertainment manages 64 venues across Britain, the US and Germany.

We are the world leader in theatre ticketing; We process more than 18 million tickets every year for hit musicals, acclaimed plays, concerts, comedy shows and a variety of other live events across the UK, US, and Germany.

We present the world's best live entertainment in our venues; working alongside the world's leading producers and creative artists, our venues present an extraordinarily diverse range of top-quality entertainment.

We produce award-winning shows; our in-house production team, ATG Productions, are dedicated to producing critically acclaimed, commercially successful and creatively ambitious work for the West End, Broadway, Continental Europe and beyond.

People are at the heart of our success. We are passionate about bringing great live experiences to the widest possible audience; about giving the world's best creative talent the stage it deserves; and about providing our people and partners with opportunities to realise their full potential.

Our Values

In everything we do, we strive to be Ambitious, Collaborative, Passionate and Smart.

- We are **ambitious** and seek to exceed people's expectations.
- We are **collaborative** and help each other to reach our goals.
- We are **passionate** about our work, our business, and our industry.
- We are **smart** in our quest for simple, efficient, and innovative solutions.

Corporate Social Responsibility: Our Priorities

- Next Generations: introducing tomorrow's audiences to the pleasures of live entertainment, recruiting and nurturing the next generation of industry talent.
- Inclusion: improving and promoting diversity, inclusion and well-being in the workplace.
- Sustainability: helping reduce our impact on the environment by making our business more sustainable.

A Stage for Everyone - Our Inclusion, Diversity, Equity and Access Mission Statement

Our stages are a platform for compelling stories – stories that are for all, by all, and of all. We shine our spotlight on our differences and believe that understanding and celebrating these differences makes us better global citizens. We are passionate about the pursuit of true diversity and equality. We strive to make our venues beacons of these ideals in our communities. Onstage and off, we hold ourselves accountable for nurturing an inclusive culture, one in which everyone can bring their authentic selves. At ATG Entertainment, we provide a stage for everyone.

We recognise that we do not have all the answers; but we strive to listen, to learn and to change in order to ensure ATG Entertainment becomes a truly inclusive organisation. We therefore welcome and encourage applications from individuals from the widest possible range of backgrounds and particularly welcome applications from those currently underrepresented in our workforce.

We are a Disability Confident Committed Employer, which means that we are taking action to ensure that people with disabilities and long-term health conditions feel supported, engaged and able to fulfil their potential in the workplace. We will offer an interview or recruitment event to disabled candidates who tell us they wish to participate in the scheme and who demonstrate in their application that they best meet the essential criteria for the role. Where we receive more applications than we are reasonably able to interview for any given role, we will retain applications for the next available interview opportunity wherever possible.

If you'd like to discuss accessibility prior to applying, please email recruitment@theambassadors.com for a confidential discussion.

The Risk Manager role:

Part of the Risk Management team, your line manager is the Group Safety & Security Manager. You will work closely with the wider Group Operations department, Venue Operations department and other HO functions, as necessary.

This role is a regional role with the requirement to travel across all venues to provide support as necessary and with use of the Head Office locations.

Key responsibilities

- Promotion of good Risk Management practice within all levels of the business to minimise the risk of loss, damage, or injury to employees, to company assets, customers, contractors, and reputation, to employees, contractors, clients, and others (Note: the role does not incorporate financial risk management).
- Working for the Group Safety & Security Manager and supporting them to deliver the Risk Management Team responsibilities across Health and Safety, Fire, Security, Food and Insurance / Risk services for the business and personnel.
- Responsible for providing support, direction, guidance, policy, governance, and audit within ATG Entertainment and across all supported Venues/Offices and to other Head Office departments in the agreed areas of responsibility.

Other responsibilities include:

- Continued Professional Development to stay cognisant of legislative and best practise changes/ developments and bringing this to the attention of the Risk Management and relevant wider Group Operations departments.
- Leading by example at all times in matters of Risk Management, endeavouring to engage the business in proactive, pragmatic Risk Management procedures and striving for continuous improvement.
- Review and maintain the ATG Risk Management System (RMS).
- New RMS Policy, Risk Assessment and Training development and implementation in agreed areas of responsibility across Venues/ Offices.
- Risk Audits/ Surveys – supporting the business in the delivery of appropriate Venue/ Office risk audits and insurance surveys with regard to Health and Safety, Fire, Security, Food, and Insurance/ Risk.
- Major loss/incident investigations.
- Business Interruption and Major Incident Planning and Support including emergency/Incident response/callout 24/7 – acting as Bronze Commander at Group Level to support emergency & crisis response.
- External Services: provide risk support to supplier selection and where required, appropriately scrutinise their suitability such as by conducting ad hoc audits and inclusion on supplier tender processes.
- Construction Projects – provide subject matter expertise to Property Department on the design and implementation of Insurance / Safety/ Security aspects and systems e.g., new offices, venue enhancements & refurbishments, change of use of venue spaces.
- Maintaining appropriate levels of communication across the business including (but not limited to) escalation of issues when required to the relevant senior personnel (via line management, relevant department heads of Venue Operations reporting lines), representing the department at relevant meetings and keeping shared data spaces up to date with relevant information/ RMS updates.
- Additional tasks as deemed required by the business and as directed by the Group Safety & Security Manager.

Everyone's responsibility:

Everyone at ATG Entertainment is expected to play their part in achieving our goals and upholding our core values.

- You will commit to creating and upholding a positive, inclusive culture that nurtures potential and supports well-being.
- You will play your part in reducing our environmental impact and finding more sustainable ways of working.

- You will encourage the next generation in live entertainment by contributing to our outreach and training programmes, including mentoring students and trainees, and supporting our Creative Learning and Community Partnerships work.
- You will have a positive attitude to health and safety, legal and insurance requirements and take care to understand our policies and procedures. You will help us uphold a positive culture around meeting our obligations.

We are all expected to participate actively in the life of the company, and opportunities will arise for you to collaborate with others across the business. Everyone at ATG Entertainment is expected to be flexible and adapt as the needs of the business change, taking on new or different responsibilities as the need arises.

Your skills, qualities, and experience:

If you have most of the essential criteria, we encourage you to apply, and welcome transferable skills from other industries or backgrounds. We can give experience of any desirable criteria but may also use them to decide between candidates for this role.

Essential

- Health & Safety qualification – minimum level 3 equivalent – NEBOSH/NVQ/NCRQ, ideally working towards next level.
- Experience of working in a risk management role in a multi-site environment including audit, risk assessment, maintenance and implementation of policies/ procedures/ training, incident management/ investigation and performance reporting.
- Ability to inspire, influence and engage as part of behavioural based safety initiatives.
- Excellent communication, organisation skills with the ability to meet goals in a fast-paced, changing environment and under pressure.
- Strong time management skills and experience managing multiple projects simultaneously while being able to identify and execute work that needs to be done with minimal direction.
- Experience of working with enforcing authorities and third-party contractors.
- Ability to travel widely throughout the UK including nights away.

Desirable

- Experience of risk management in historic buildings or a public facing/ entertainment or events industry.
- Food Hygiene Level 3 qualification and experience of working on risk management systems in an F&B environment.
- Fire Risk Assessor or NEBOSH Fire Certificate.
- A practical, solutions-based approach to Risk Management with ambition to find the simplest processes that complement the business operation.
- An interest in live entertainment and theatre.