



## Customer Service Team Leader

### 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](mailto:recruitment@theambassadors.com) for a confidential discussion.

## The Customer Service Team Leader Role

You'll report to the Customer Service Manager and be responsible for Contact Centre Advisors.

As the Customer Service Team Leader at ATG Entertainment, you will play a pivotal role in upholding our renowned customer service standards. You will be primarily responsible for leading a team of 14+ ticket centre advisors, ensuring they perform at their best to maintain our unique, friendly, and positive atmosphere. The role will be fully office based, 1-day WFH may be possible when no other TL holidays are in place for that week. Given the people management aspect of this role, you will also take the lead in managing any escalated personnel issues. Your strong leadership will be key to fostering a positive and highly productive team dynamic, making this an exciting opportunity for those who thrive in a leadership position.

### Key responsibilities

- Managing team attendance, including absence processes
- Be a specialist on all customer queries and of the ATG Entertainment offering.
- Conducting performance reviews and quality assurance evaluations
- Provide tailored coaching and development for your team.
- Identify and coach your team to spot where additional products would be suitable for customers.
- Holding monthly one-on-one meetings with team members
- Managing the staff survey feedback process
- Ensuring overtime and absence are logged correctly and making real-time adjustments to the team's schedule.
- Championing business updates and facilitating/supporting team Town Halls and running a variety of training sessions.
- Participating in frequent management catch-up meetings
- Monitoring live dashboards to ensure timely handling of team performance and customer queries.
- Organising and leading quarterly team meetings
- Collaborating with key decision makers across the Contact Centre and business.
- Collecting and presenting performance statistics
- Acting as a feedback champion within the team on ways of working and new process improvements

Additionally, you will be responsible for various ad-hoc duties, including but not limited to;

- Managing Return to Work (RTW) processes for long-term absences
- Conducting trainee probation reviews
- Handling people management issues, such as Performance Improvement Plans (PIPs) and Personal Conduct matters.
- Escalating crisis situations as needed.
- Conducting performance reviews and check-ins mid-year and annually.
- Assisting in training initiatives, including onboarding and wider CS training
- Supporting recruitment & onboarding, and managing onboarding and offboarding processes
- Generating team updates live on shift.

### Everyone's responsibility

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

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

- Encouraging 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.
- Having a positive attitude to health and safety, legal and insurance requirements and take care to understand our policies and procedures. You'll 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 are able to demonstrate many 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

- Excellent leadership and team management abilities
- Superior written communication skills
- The ability to multi-task and stay organised.
- Experience in customer service and engagement approaches
- Knowledge of digital support platforms as well as telephony-based services.
- Flexibility to operate on a 3-weekly rota, working 1 weekend in 3 and an average of 2 late shifts per week. There will be times when you need to work short notice shift changes to support the business needs.

### Additional Information

| <b>3 Week Rota</b> | <b>Sun</b> | <b>Mon</b>    | <b>Tues</b>   | <b>Wed</b>    | <b>Thurs</b>  | <b>Fri</b>    | <b>Sat</b> |
|--------------------|------------|---------------|---------------|---------------|---------------|---------------|------------|
| Week 1             | DO         | 11-8pm        | 8.30 - 5.30pm | 9 - 6pm       | 11-8pm        | DO            | 11-8pm     |
| Week 2             | 11-8pm     | DO            | 11-8pm        | 8.30 - 5.30pm | 9 - 6pm       | 8.30 - 5.30pm | DO         |
| Week 3             | DO         | 8.30 - 5.30pm | 9-6pm         | 11-8pm        | 8.30 - 5.30pm | 9 - 6pm       | DO         |