



## Stock Supervisor

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

## **The Stock Supervisor Role**

Working as part of the Front of House team, your line manager is the Customer Experience Manager, and the role will see you be responsible for all stock and supplies for the theatre.

### **Key Responsibilities**

- To ensure all venue bars and sales points are fully stocked every day working with the Theatre Management and Customer Experience Supervisors to action any change in stock levels if needed.
- To ensure stock is regularly rotated and the earliest dated items are sold first. Plenty of warning should be given to the Customer Experience Manager of stock that has the potential to go out of date and all product expiry dates should be checked on delivery.
- To report any wastage from damaged or lost stock and implementing measures where possible to prevent a reoccurrence.
- To accurately check all deliveries on arrival and only sign for the delivery once the necessary checks are completed.
- Ensure a credit note will be issued for any damaged or missing products on the delivery note.
- To ensure all stock is stored at the correct temperature, checking packaging instructions where necessary.
- To ensure all stock is stored safely with no potential risk of falling on or hurting anyone else that may come into contact with it.
- To keep all stock cupboards, fridges, freezers and cellars locked / securely closed.
- To place orders to meet the needs of the venue, ensuring they are approved by Theatre Management with a purchase order number provided. To maintain a clear understanding of the venue needs so as not to over or under order products.
- To regularly liaise with the Cleaners to order any products they need.
- To make sure all delivery notes are collected and delivered to Theatre Management.
- To keep cellars tidy at all times removing any empty boxes and packaging waste, and ensuring no bottles or sweets are left out of boxes.
- To defrost freezers when necessary.
- To attend training courses as required in order to further self-development and the requirements of the company.
- To adhere to all Health & Safety procedures to minimise the risk of injury and accidents.
- To complete any other reasonable delegated duty that assists the Company in the achievement of its business objective.
- Adhere to all ATG's policies and procedures and provide sign offs for your personnel file when requested.
- To complete a weekly stock audit and monthly CAPCON audit, working with the Theatre Management team to establish any action points that arise following this.

### **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.**

We welcome transferable skills from other industries. If you can demonstrate many of the essential skills, qualities and experience we encourage you to apply. We are able to provide training where necessary.

### **Essential**

- A proactive approach to work
- Attention to detail
- Excellent communication skills
- Administration Skills
- Numeracy skills

### **Desirable**

- Health and Safety knowledge including manual handling
- An interest in ATG and an affinity with our values
- First aid qualification