



Customer Experience 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 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 for a confidential discussion.

The Customer Experience Supervisor role

Part of the Customer Experience team, your line manager is the Customer Experience Manager. You are responsible for the supervision of the Customer Experience Team. The Supervisor assists the Customer Experience Management team to lead a strong Front of House operation, ensuring that a cost effective and customer focused range of services are consistently provided to the highest standards.

The successful candidate will supervise a team that will deliver and exceed targets; and proactively contribute to the venue's profitability by initiating ideas, systems and projects which will maximise sales and minimise costs. They will support a positive, forward thinking, innovative and customer focused culture within the team and to develop and nurture a strong multi-skilled and adaptable workforce. Ensuring that the customer is at the centre of everything we do, and that the wider team have a continuous awareness of and will deliver and exceed all customers' expectations. The successful candidate will build and protect key relationships with Customers, Promoters, external suppliers and internal colleagues.

Responsibilities:

Retail Operation

- Supervise the Customer Experience Team to deliver a seamless Front of House operation.
- Support the Front of House operation to ensure aspects can be flexed to help achieve greater profits and assist with the implementation of new procedures.
- Ensure the team are maximising all sales at every opportunity whilst keeping shift length to a minimum.
- Ensure the Front of House operation is presented to the highest standard.
- When required, to assist with the merchandise reconciliation and ensure it is accurate.

Customer

- Positively communicate with customers on all feedback received during a performance.
- Deliver excellent customer service at all times.
- Support the team in creating a strong customer centric culture.
- Support building relationships with both internal and external contacts, maintaining high levels of customer satisfaction at all times.

Sales / Finance

- Maximise sales and support the delivery of all Key Performance Indicators, which include, but are not limited, to Spend Per Head.
- Stock Control.
- Liaise with internal colleagues to ensure an excellent customer experience and maximise sales opportunities.
- If required, Undertake the role of Cashier alongside Supervisory duties.

General Front of House Activity

- Supervise and motivate staff as required, monitoring, and appraising their performance and assisting with any training required for their future development.
- To support, where necessary, with the recruitment and selection of staff.
- Respond to the requirements of staff during a shift e.g. till problems, change requests, queue management.
- Assist with supervising the health and safety of all customers during their visit to the theatre.
- To act as a level marshal in the event of an emergency situation / evacuation.
- Be knowledgeable of ATG's policies and procedures and ensure that these are consistently adhered to by all team members.
- Any other duties as reasonably requested.

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 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 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:

- Experience of supervising a team to maximise sales and consistently achieve targets.
- Customer service experience.
- Excellent verbal and written communications skills.
- Creative problem solver and confident decision maker.
- Ability to use initiative.
- Skilled in complaint resolution.
- Experience of working in a fast-paced environment, managing multiple projects at once.
- Proactive and flexible attitude, particularly in approach to unsociable / long working hours.
- Ability to effectively prioritise.
- Positive and purposeful, with ability to think creatively to drive revenue and reduce costs.
- Enthusiasm for/ interest in the theatre and the work of ATG, and ability to positively and pro-actively engage with all staff at all levels.
- Absolute attention to detail.

Desirable:

- Additional F & B or hospitality/leisure/events experience.
- Personal Licence and First Aid qualifications.