

**Senior Facilities 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, which cover every discipline across the live entertainment industry, which 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 Senior Facilities Manager Role**

This role is based at The Shaftesbury Avenue Office. You will report to the Property and Facilities Director and be responsible for our Contract / Facilities Manager. You will work closely with the wider Group Operations Departments including Risk Management, Procurement, Technical Operations and Property all which report into the Group Operations Director as well as the Venue Operations Team.

As part of the Group Operations Team this role, and your team are key to the delivery of our mission: to enable and provide governance & oversight to inform and deliver on investment decisions. Using your excellent Facilities Management knowledge and experience you will inform our UK estate building maintenance programme, ensuring appropriately sized and resourced contracts are in place to facilitate it. The key responsibilities are detailed below:

**Key responsibilities**

* Have a full knowledge of all areas of Facilities Management work (including Energy/Utilities Management) required to ensure the statutory compliance on our UK estate of offices, theatre, and venues (34 venues and 2 offices). Supporting the delivery of compliance by maintaining an up-to-date awareness of developments (future, cyclical or rescinding) in Facilities Management related initiatives seeking information and advice from external organisations which would benefit and improve the operating environment for our customers, staff, and the business.
* Maintain a full understanding of the needs of our UK estate by conducting regular building inspections; documenting and reporting on your findings, advising of any localised requirements, and reflecting relevant observations into the UK estate-wide management.
* Lead on supplier relationship with core FM central contracted services, collaborating with key stakeholders and procurement on contract renewals, extensions, or close-outs.
* Provide guidance on the requirements, specifications and aims of relevant legislation, statutory instructions, and circulars, to all those involved in the delivery of Facilities Management.
* Lead on the provision and delivery of Facilities Management support and services to the UK estate with your staff, including delivery of FM projects following our PMO process.
* Calculating and comparing costs for required goods or services to achieve maximum value for money, informing and working with the budget boundaries for the UK estate and your department.
* Direct management of the Facilities team including recruitment, selection, training, and personal development.
* Direct management of the centrally appointed Facilities Management network for the UK Estate ensuring internal procedures are adhered to including (but not limited to) the Procurement Policy, Capex/Opex Protocols, Project Management Office, and the Risk Management System.
* Support the above by conducting appropriate levels of audit and governance to our centrally appointed Facilities Management network including informing our Contractor Management policy, robust and regular tender processes and supplier management with contractual Service Level Agreements (SLAs) and Key Performance Indicators (KPIs) and auditing/ surveying/ reporting on performance.
* Management of facilities assets and lifecycle planning, create a framework for the complete cradle-to-grave oversight of high value assets. Management and creating a plan to acquire operate, maintain, renew, and retire assets throughout ATG UK estate.
* Be the primary point of contact and escalation for the UK stakeholders regarding Facilities Management delivery whether delivered internally or by our centrally appointed Facilities Management network ensuring a high standard of customer care. Provide stakeholders with appropriate policy and guidance, responding to their concerns, issues, complaints, or incidents and taking commensurate, timely action to anything raised to your attention.
* Upholding appropriate, open, and regular communication with relevant levels of internal and external stakeholders on Facilities Management related matters.
* Attend, lead, and deliver where required, meetings, seminars, training workshops, supplier days, FM forums for venues and other work-related issues as required, which may involve working outside normal hours.
* Any other duties as may be required that are relevant to the post and position within the Group Operations team.
* Responding appropriately to emergencies or urgent issues as they arise working in line with our Major Incident Processes and ensuring a suitable emergency response centrally appointed Facilities Management network is available to support UK estate building needs.

This role profile is a guide to the work you will initially be required to undertake. It may be changed from time to time to incorporate changing circumstances.

**Everyone’s responsibility**

Everyone at ATG 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 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 can 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**

* Relevant degree or Facilities Management qualification at under-graduate level.
* Experience of overseeing Facilities Management in a multi-site operation.
* Experience of overseeing Facilities Management delivered by a centrally appointed Facilities Management network and delivering compliance on all UK building statutory requirements particularly life safety systems, water management systems, lifting equipment, electrical management, energy/utility management and asbestos management.
* Direct line management experience.
* IOSH Managing Safely or equivalent.

**Desirable**

* MRICS or similar professional membership.
* FM engineering or trade experience.
* NEBOSH General or Construction Certificate or equivalent.