



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

## The Assistant Customer Experience Manager Role

Responsible to the Customer Experience Manager and the Deputy Customer Experience Manager Responsible for the Customer Experience Team.

The Assistant Customer Experience Manager is responsible for supporting the Customer Experience Management department 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:

- **Costs** - To assist in leading a team that will deliver and exceed targets; and proactively contribute to the venues profitability by initiating ideas, systems and projects which will maximise sales and minimise costs
- **Culture** – To assist to build a positive, forward thinking, innovative and customer focused culture within the FOH team and to develop and nurture a strong multi-skilled and adaptable workforce
- **Customer** – To ensure the customer is at the centre of everything we do, and that the wider team have a continuous awareness of, and will, to deliver and exceed all customers' expectations
- **Ambassador** – To help build and protect key relationships with Customers, Promoters, external suppliers and internal colleagues.

## Key Responsibilities

### Retail Operation

- As part of the Customer Experience Management team, lead the wider team to deliver a seamless Front of House operation.
- Contribute to the review of systems and processes so the operation can be further developed to help achieve greater profits.
- Ensure all shows are sufficiently staffed, whilst maximising all sales and keeping costs low.
- Ensure the Front of House operation is managed and presented to the highest standards and fully complies with Health and Safety, Licencing and Hygiene Rules and Regulations.
- Assist and Lead in the Duty Management of shows.
- Assist and Lead in stock management, and stock takes.
- To take an active role in the operation of the Pizzeria .

### Customer

- Proactively contribute to the creation of opportunities to enhance the customer experience by initiating and undertaking specific improvement projects
- Positively communicate with customers on all feedback received either in advance, during or following their visit
- Help to lead the team in creating a strong customer centric culture
- Work with central departments to ensure a premium offer is available for all customers
- Assist in building relationships with both internal and external contacts, maintaining high levels of customer satisfaction at all times

### Sales/ Finance

- Effectively contribute to the maximising of sales and ensuring all Key Performance Indicators are achieved, which include but are not limited to Spend Per Head, Mystery Shopper Reports, Payroll Management and Stock Control.
- Help manage FOH staffing levels in accordance with the venue budget.
- With the Customer Experience Manager, compile various sales reports and disseminate information across the organisation.
- Liaise with internal colleagues to ensure an excellent customer experience and maximise sales opportunities.
- Maintain excellent long-term relationships with suppliers and help secure effective return on investment.

### **General Front of House Activity**

- Deputise for the Deputy Customer Experience Manager, and represent the department at key internal and external meetings.
- Manage and motivate staff as required, monitoring and appraising their performance and ensuring that they are appropriately trained and developed.
- With the Customer Experience Manager, represent the Theatre internally and externally to ensure effective communication and overall development.
- Maintain good relationships with other venues, including strategic collaboration and sharing of best practice
- Help maintain positive client relationships.
- To monitor and control stock within the building.
- To lead or assist in the leading of recruitment for the building, completing inductions and training where required.

### **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**

- Experience of leading a team to maximise sales and consistently achieve targets.
- Experience of managing stock, including forecasting, ordering, rotation, and storage
- Excellent verbal and written communications skills.
- Creative problem solver and confident decision maker.
- Experience of working in a fast-paced environment, managing multiple projects at once.
- Ability to effectively prioritise.
- Positive and solution-focused, with ability to think creatively to drive revenue and reduce costs.
- Enthusiasm for/ interest in live entertainment and the work of ATG Entertainment, and ability to positively and pro-actively engage with all staff at all levels.
- Absolute attention to detail.
- Excellent IT skills.

#### **Desirable**

- Personal Licence holder.
- First Aid Level 3 qualification