



Maintenance Technician

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@atgertainment.com for a confidential discussion.

The Maintenance Technician Role

You'll report to the Technical Manager. You'll also work closely with the BOH technical team and FOH teams.

Working as part of the maintenance team, you will support the Technical Manager in ensuring the smooth and safe functioning of venue infrastructure and facilities, which will include regular checks of systems and infrastructure to ensure compliance with ATG Policies and statutory legislation.

You will also be able to demonstrate experience in aspects of front-line response with regards to damage and faults within the building, which may include things such as the fabric of the building, painting, decoration, plumbing, electrics etc., and will work with the Technical Manager to request contractor services with respect to works as and when appropriate.

You will be a good team player with excellent communication skills. You will have a good working knowledge of current health and safety legislation.

Key responsibilities

- Assist the Technical Manager in running the facilities maintenance provision in an efficient manner.
- Ensure that periodic and daily checks are carried out on systems such as fire alarms, emergency lighting, fire exits, water tests, seat checks, building checks and firefighting equipment.
- Ensure that all Health and Safety regulations are always adhered to including any statutory testing.
- Maintain the theatre, repairing, replacing, and renewing the fabric, fixtures and fittings within the venue as required and bring any identified difficulties as well as solutions to the attention of the Technical Manager.
- Carry out daily repairs of items as scheduled by the Technical Manager.
- To ensure all bar equipment is maintained and regularly serviced and tested.
- Make full use of the departmental task management system in order to feedback information.
- Work with the team to keep all plant rooms safe and clean.
- Always uphold the highest level of standards ensuring exemplary levels of the maintenance provision are met and consistently delivered.
- Work with contractors when they are on site ensuring work is done to a high standard, issuing permits as required.
- Undertake training courses as required to meet the needs of the venue and to further self-development.
- Undertake any other reasonable duties as requested by the Technical Manager.

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

- Proven experience in the field of venue or facilities maintenance, or other relevant experience
- General certificate – English and Maths.
- Excellent written and oral communication.
- Problem solving skills – ability to remain flexible and calm under pressure.
- Computer Literate
- Ability to work under pressure and with a high degree of autonomy.
- High attention to detail.
- Knowledge of safety and workplace legislation.

Desirable

- First Aid at Work Qualification
- Electrical Skills
- Plumbing Skills
- Contractor management experience.
- Familiarity with BMS System