



## General Manager – London Theatres

### 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 General Manager Role

You'll report to the Business Manager for London. You will be responsible for: Deputy General Manager, Technical Heads of Department, Sales & Ticketing Manager.

This is your opportunity to manage one of our prestigious theatres in the heart of London's West End. Managing, motivating, and developing the staff within the theatre is a crucial part of this role, ensuring clarity of direction and delivery of business priorities. Ultimately reporting to the Business Director for London, you will be responsible for the Profit & Loss statement for the venue and for the management of all commercial and operational activities that deliver a successful and profitable outcome for the Theatre.

To be successful in this role you will need to demonstrate a thorough understanding of the commercial theatre business. You will have strong financial and commercial skills and be able to articulate and implement the actions required to deliver sustained profits and growth potential.

Excellent with people, you will understand the needs of the business, your team, and customers, and be able to balance and manage conflicting priorities effectively. You will be a team player, knowing when to direct, when to support and when to provide hands on assistance. The producer experience is at the heart of what we do, and you will be the key player in creating a welcoming and collaborative environment for visiting productions, where shared goals are the driving force to achieving success.

This is a role that demands the ability to operate in a fast-changing environment, where efficiency and effectiveness are paramount. You will be flexible, a good problem solver and able to think and act independently. In addition, you must demonstrate an appetite for challenging the status quo and making change happen, whilst working within the policies and procedures of a large, multi-site, international organisation.

## Key responsibilities

### Financial and Commercial

- To exercise effective financial control and reporting on the venue including monthly financial reconciliations, settlements, and the timely processing of purchase orders, deliveries, and invoices.
- Working with the venue's Finance Business Partner, to create the annual budget for the venue and be responsible for achieving the targets set within it, regularly reporting to key stakeholders throughout the year.
- To maximise revenue streams and ensure overheads are in line with the budget and monitored accordingly.
- To oversee and ensure the effectiveness of the stock management system to maintain positive margin variance.

### Customer

- To always lead by example and empower the venue team to give an unrivalled customer experience to audience and producer alike, by delivering world class customer service.
- To maximise retail opportunities by leading on initiatives and driving and implementing new ideas. Encourage creative thinking in Customer Experience department.
- To ensure the venue has a proactive approach to delivering an inclusive and accessible experience to a diverse audience base.
- To act as an ambassador for ATG.
- To duty manage performances, including evenings and weekends.

### People Management

- To line manage the Deputy General Manager and Heads of Department, including Technical and Sales & Ticketing Heads of Department.
- To lead with any recruitment for the above roles, and to work with the Deputy General Manager and Heads of Department in delivering all staff inductions, scheduling, training and performance management.

- To motivate, lead and develop your team, with the ability to succession plan.
- To create a meritocratic working environment where a culture of excellent performance is embedded throughout the team.
- To set and maintain effective and efficient communication channels with the whole venue team and other key personnel, as well as external stakeholders.
- To effectively oversee all HR processes in the venue, paying due diligence to Union agreements.

### **Building and Risk Management**

- To ensure all fire safety, security, and counter terrorism, building checks, risk assessments and first aid procedures are always in place and in accordance with the license.
- To be responsible for the venue's repair and maintenance spend, liaising closely with ATG's central Property and Facilities Management departments.
- To utilise the in-house technical teams and external contactors in ensuring the building and its system are well maintained and operational.
- To develop and oversee the delivery of a rolling maintenance program, ensuring upkeep of the venue remains at an excellent standard.
- To act as a custodian and take pride in the theatre, ensuring the building is welcoming, safe, and fully operational, as well as reflecting the ATG brand positively.
- To ensure the venue meets its environmental goals through staff engagement and encouragement, attention to detail, information sharing and leading by example.
- To act as a first aider, and to undertake any other safety training as deemed appropriate to the role.
- To ensure the timely and thorough reporting and investigation of accidents and incidents.
- To be the Designated Premises Supervisor (DPS) for the venue.

### **Relationships**

- To lead on building a positive and dynamic relationships between ATG, the resident producer and any external clients.
- To engage, lead and support all departments in the delivery of the ATG's visions and values.
- To build and develop a constructive relationship with central ATG services, the local business community and key external stakeholders whilst acting as an ambassador for the venue.
- To build a positive relationship with Union representatives.

### **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.**

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**

- Previous experience working in a management capacity; 3 years + is preferred
- Proven ability to organise, lead and motivate a large and diverse team while engendering a sense of teamwork and common purpose
- Evidence of a passion for delivering sophisticated and high-quality customer service in a busy environment
- Ability to manage and develop internal and external relationships at all levels
- Skills in developing people with a track record in training delivery
- Ability to work smartly with proven skills in problem-solving, and budget management

- A highly organised and flexible approach with the ability to plan and prioritise a varied workload, meet deadlines and ambitious targets
- The ability to work collaboratively, write reports, make presentations, and chair meetings
- Excellent IT skills, including advanced use of Office 365, including Word and Excel

**Desirable**

- Personal licence holder
- Knowledge of ticketing and retail systems
- A genuine interest in the live entertainment industry, with some relevant work experience
- Holder of an appropriate management qualification
- Health and Safety qualification/experience