

**Deputy General 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@theambassadors.com) for a confidential discussion.

**The Deputy General Manager Role**

This role is responsible for, and located at, one of ATG’s London venues. The Deputy General Manager reports to the venue’s General Manager and is directly responsible for the Customer Experience Team and Stage Door team. The Deputy General Manager is a crucial role on the venue management team, focused on ensuring a seamless customer experience for both internal and external customers.

As Deputy General Manager you will assist the General Manager in leading the venue in accordance with the business plan objectives, ensuring we meet and exceed commercial and operational targets and deliver improvement projects on time and in budget. From time to time, you will be required to deputise for them and provide cover during any periods of absence of annual leave. Working collaboratively with venue Heads of Department and central teams, you will play a key part in improving the profitability of the venue and provide an exceptional standard of customer service to both internal and external customers.

The Deputy General Manager will support the continuance of a positive, focused, and constructive working environment, ensuring the vision and values of the Company are embedded into the culture of the venue.

**Key responsibilities**

**Customer**

* To always lead by example and empower the venue team to achieve venue goals.
* Provide Duty Management cover, including evenings and some weekends.
* Ensure the venue proactively delivers an inclusive and accessible experience to a diverse audience base.
* Working with HR colleagues, create and deliver a new and exciting approach to training, engaging staff in the delivery of world class customer service.
* Act as an ambassador for the company, ensuring a level of brand consistency across all our concepts.
* Create fresh and innovative ideas, supporting the company’s commitment to revolutionising the theatre experience.
* With the General Manager and other colleagues, lead a social media strategy to engage with the variety of patrons that visit the theatre throughout the year.

**Financial and Commercial**

* Create and analyse reports on financial results for key company stakeholders and producers.
* Track and implement key retail strategies and initiatives based on the venue KPI’s.
* Maximise potential revenue streams and ensure overheads are in line with budget and monitor them accordingly. Work closely with the General Manager to set and manage the venue budget model and re-forecast accordingly.
* Implement and manage process to ensure positive stock results, while ensuring consistent application of
* ATG’s policy relating to cash and stock management.

**Building and Risk Management**

* With the General Manager, plan and implement a proactive maintenance programme.
* With support from central Property and Technical Services specialists, act as Project Manager when required for all building improvement works. This includes the management of plans, costs and building contractors, as well as ensuring projects are delivered on time and to specification, whilst the day-to-day venue operation remains unaffected.
* Instil, safeguard and lead a safe and healthy working environment for all internal staff and key stakeholders.
* Act as a first aider and undertake any other safety training as deemed appropriate to the role.
* Ensure the timely and thorough reporting and investigation of accidents and incidents.

**Relationships**

* To engage and support all departments in the delivery of the company’s vision and values.
* To build and develop a constructive relationship with central services and key external stakeholders, whilst acting as an ambassador for the venue.
* To maintain and build on the positive relationship between Ambassador Theatre Group and all the company’s internal and external customers.

**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 have most 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 working in a management capacity; this could be at the level of team leader, project manager or head of department.
* An excellent understanding of commercial objectives and proven ability to meet ambitious targets within agreed timescales.
* Excellent verbal and written communication skills.
* An innovative and creative thinker.
* A confident decision maker.
* Experience in managing performance, developing and supporting a team to achieve goals.
* Ability to be adaptive, to prioritise a varied workload, and manage own time effectively.
* An ability to create a positive, engaging, and collaborative working environment.
* Good IT skills, with the ability to learn to use new software and systems.

**Desirable:**

* Personal license holder \*
* Relevant management qualifications or training
* Health and Safety qualifications and/or experience
* A genuine interest in the live entertainment industry is required; work experience in the industry is desirable but not essential and we actively encourage applications from individuals working in other sectors.

**\* The Deputy General Manager is required to be a Personal License holder or undertake the training and assessment to gain a license on starting in the role, which ATG will arrange. The application process for a license includes a Disclosure and Barring service check.**