

**Customer Experience Manager (maternity cover)**

**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@theambassadors.com](mailto:recruitment@theambassadors.com) for a confidential discussion.

**The Customer Experience Manager Role**

You will report to the Theatre Director and Theatre Manager and will be responsible for the wider Customer Experience team, including Deputy Manager, Assistants, Duty Managers, Supervisors and over 100 Customer Experience Team Members and SIA trained security staff. You will also work closely with all departments in Glasgow Theatres.

As Customer Experience Manager, you will lead all food and beverage operations within the theatre and act as duty manager for at least two performances per week. Leading the customer experience team, you will take responsibility for the day-to-day operations of the department, meeting, and exceeding targets to deliver a profitable F&B operation which is focussed on a high-quality experience for all customers of the venues. With a keen eye for detail, you will ensure that high standards are maintained across the department and the theatre as a whole.

This role is challenging and requires an individual with tenacity, experience across retail and F&B operations, and a people-centred approach to management. You will ensure our bars, VIP lounge and service standards stay ahead of the game, encouraging innovative ideas to help drive revenue. You will be analytical, using data to inform decision making to further drive sales and realise untapped revenue potential. You will successfully develop and implement strategy across the department, whilst leading and inspiring your team to deliver an outstanding customer experience.

**Key responsibilities**

* Support the full customer experience team in their development, performance, and motivation, identifying training opportunities and maintaining a team culture that strives for excellence.
* Work closely with ATG central Food and Beverage team to ensure new initiatives and products are implemented well and in a timely manner.
* Liaise with visiting productions as appropriate to ensure their needs are met.
* Duty manage performances (at least 2 per week)
* Use the data analysis tools available to compile reports on stock management, staff budgets, customer feedback and customer spend to ensure the venues are achieving their KPIs.
* Look at ways to maximise revenue on a show-by-show basis and as an overarching venue strategy.
* To be responsible for the Customer Experience Health and Safety commitments including the Food Policy.
* Any other duties as identified by Theatre Director or Theatre 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**

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**

* Experience of managing and motivating a large team
* Good financial management and budgeting skills
* Experience of training, recruitment and of staff teams to high standards
* Excellent problem-solving skills and ability to remain calm and flexible under pressure.
* Experience of leading complex operations to achieve and exceed KPIs.
* Experience of delivering and training others to deliver, excellent customer service.

**Desirable**

* Experience of working in a performing arts environment
* Scottish Personal License
* First Aid at Work
* Food Hygiene Level 3
* IOSH or NEBOSH certificate