



## Relief Duty 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 Relief Duty Manager Role

You'll report to the Customer Experience Manager and be responsible for leading the onsite customer experience team to deliver a strong and profitable Front of House operation, ensuring the cost effective and customer focused range of services are consistently provided to the highest standards.

- **Costs** – To help lead 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 help build a positive, forward thinking, innovative and customer-focused culture within the 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, that the wider team have continuous awareness of this and will strive to deliver and exceed all customer's expectations.
- **Ambassador** – To help build and protect key relationships with customers, promoters, external suppliers and internal colleagues

This role is based in Theatre Royal and King's Theatre, Glasgow.

## Key responsibilities

### Retail Operation

- To lead the Customer Experience Team on a show-to-show basis to deliver a seamless Front of House operation across the areas of bar, auditorium and merchandise.
- Contribute to the review of systems and processes so the operation can be flexed to help achieve greater profits.
- Ensure all Front of House areas are presented to the highest standard and fully comply with Health and Safety

### Customer

- Proactively seek opportunities to enhance the customer experience before and during performances, in consultation with CE Management team.
- Positively communicate with customers on all feedback received during their visit.
- Lead the team in creating a strong customer centric culture.
- Assist in maintaining high levels of customer satisfaction at all times.
- Effectively manage customer queries and complaints received on the night.

### Staffing

- Work with the supervisor team of the performance in managing staffing levels.
- Manage and motivate supervisors, monitoring and appraising their performance and ensuring they are appropriately trained and developed through specific staff training plans across all roles.
- Be the first point of contact for supervisors on a performance for incidents.
- To ensure supervisors and team members adhere to licensing and hygiene regulations and a high standard of cleanliness is maintained in all front of house and sales areas.
- To lead the security team during performances.
- To be a point of contact for the Customer Experience assistants on a performance if they wish to raise a grievance, worry or feedback and assist in filling training gaps where possible.

### Sales/Finance

- Maximise Sales and ensure all Key Performance Indicators are achieved through delivering ongoing staff training and development on shift.
- Liaise with the management team to share ideas and ensure all visitors receive an excellent customer experience with maximised sales opportunities.

### General Front of House Operation

- To be the nominated Duty Manager responsible for the building and its occupants in the absence of more senior personnel
- Maintain good working relationships with other departments involved in performance delivery i.e. technical, marketing.
- Act as a first aider for customers and staff during performances.

### **Other Duties**

- To adhere to all Risk Management procedures to minimise the risk of injury and accidents
- Any other duties as reasonably requested

## **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 managerial role in the hospitality or tourism sector
- Ability and confidence in managing a diverse team, treating different views with discretion and diplomacy.
- Excellent verbal communication skills.
- Creative problem solver and confident decision maker
- Experience of working in a fast-paced environment, managing multiple tasks at once.
- Proactive and flexible attitude, particularly in approach to working hours.
- Ability to effectively prioritise
- Positive and solution focused, with ability to think creatively to drive revenue and reduce costs.
- Enthusiasm for/interest in theatre and the work of ATGE, and ability to positively and pro-actively engage with all staff at all levels.
- Absolute attention to detail
- Excellent IT skills

### **Desirable**

- First Aid qualification
- Experience of delivering training