



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, which cover every discipline across the live entertainment industry, which 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 for a confidential discussion.

The Theatre Manager role

Part of the venue's senior management team, this role reports to the Theatre Director. You will work closely with the venue heads of departments including Marketing, Ticketing and Technical, and be directly responsible for the Customer Experience Manager and wider department. Also in conjunction with the Technical Manager lead of the venues Health and Safety Compliance.

This role is based at The Bristol Hippodrome and will involve working as a Duty Manager for performances including some weekends.

The Theatre Manager assists the Theatre Director in achieving the objectives in the venue plan and promoting the company values. The Theatre Manager is responsible for ensuring that operations are efficient, customer focused and enhance the reputation of the theatre.

Key Responsibilities

Collaborative

- Work constructively with all venue personnel and foster positive working relationships between departments.
- Actively participate in venue meetings including operations and risk.
- Support the Theatre Director to create a positive working environment and engage others in the company values; this includes performance management of staff, direct line management and conducting appraisals as agreed with the Theatre Director.
- Be a worthy ambassador for the company in your relationships with stakeholders including producers / promoters, artistes, sponsors (potential and actual), ATG personnel outside the venue, contractors and other local agencies such as the local authority or business associations.
- Work collaboratively with community groups and local partners, often in conjunction with the Creative Learning and Marketing departments.
- Contribute to the development of the annual business plan.

Ambitious

- Constantly strive for the venue to become better at what we do.
- Actively seek opportunities to make improvements to the operation of the theatre, including recognising profit generating possibilities. In conjunction with the Theatre Director, implement, manage and monitor new innovations.
- Commit to the attainment and exceeding of targets and encourage others to follow suit.
- Work on specific projects as agreed with the Theatre Director.

- Effectively communicate the theatres' performance against key performance indicators to relevant stakeholders, and work with others in order to improve our results.
- Work with the Theatre Director, and others, to produce capital expenditure proposals to the central capital expenditure committee.

Smart

- Deputise for the Theatre Director in their absence. This will include, though not exhaustively; liaising with our Business Director and Manager, chairing and attending meetings, responding to requests for information, representing the theatres to the media and liaising with the company's human resources department regarding personnel issues.
- In conjunction with the Theatre Director and our Business Partner, produce the venue budget and manage the forecasting of that budget thereafter. Accurately forecast future income and expenditure, ensure that relevant parties are aware of their budget lines and generate methods for improving forecasting accuracy. Be prepared to explain any variance to the budget figures at the earliest opportunity.
- Manage specific expenditure as agreed with the Theatre Director.
- Undertake administrative tasks which may include, though not exhaustively, payroll compilation, purchase order production, settlement compilation, calculation of rechargeable payroll and staffing rotas, with the support of the venue administrator.
- Produce reports as agreed with the Theatre Director.
- Understand and comply with venue and company policies and procedures in areas including, though not exhaustively, stock management, cash management, risk management, human resources, information technology and customer experience. Keep abreast of policy updates and communicate these effectively to relevant parties.
- Be conversant and compliant with local licensing stipulations.
- Be aware of building security and make considered recommendations to the Theatre Director.
- Operate with integrity at all times including compliance with the company's bribery and corruption policy.

Passionate

- Your primary focus must be the delivery of the best possible customer service and the motivating of colleagues to follow your example.
- Act as duty manager for an agreed proportion of performances and events.
- Undertake housekeeping checks with the cleaning contractor and Maintenance Manager.
- Constantly seek to develop yourself and others through training and knowledge.

Everyone's responsibility

Everyone at ATG 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 will 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 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 criteria, we encourage you to apply, and welcome transferable skills from other industries or backgrounds. It's unlikely that we will find a candidate with all the skills below, but preference will be given to candidates who demonstrate experience across a number of these areas.

Essential:

- Experience of working in a management capacity; this could be at the level of team leader, project manager, head of department or similar. You will need prior experience of managing performance, developing and supporting a team to achieve its goals.
- An excellent understanding of commercial objectives and proven ability to meet ambitious targets within agreed timescales.
- Health and Safety qualifications and/or experience
- Excellent verbal and written communication skills.
- An innovative and creative thinker.
- A confident decision maker.
- 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:

- Experience in a retail or hospitality setting.
- Personal license holder *
- Relevant management qualifications or training
- An interest in live entertainment; work experience in the industry is desirable but not essential and we actively encourage applications from individuals working in other sectors.

* The Theatre 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.