



## 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](mailto:recruitment@atgentertainment.com) for a confidential discussion.

## **The Assistant Customer Experience Manager (Stock) Role**

**Reports to:** Deputy Customer Experience Manager

**Hours:** Permanent / Part Time

### **The Role in summary**

To maintain adequate levels of stock, along with associated records in sales and storage areas of the theatre. To accept and move incoming deliveries, ensuring they are checked, receipted and recorded accurately and discrepancies are reported. Work closely with the Deputy CEM and CEM in forward planning for future stock orders, receipting and ordering stock. This role is based at The Alexandra, Birmingham and will involve working as a Duty Manager for performances including occasional weekends.

### **Key Responsibilities**

- To maintain and record adequate and appropriate retail stock levels in the theatre stockrooms, cellar and mid cellar. This includes consumables/disposables where weekly checks should be conducted to ensure that stock levels are sufficient.
- Order stock using PORS system and receipt within 24 hours of receiving goods where possible.
- To ensure stock is stored and rotated to avoid out of date items and to manage wastage process of such items.
- To manually re-distribute stock around the venue to meet the requirement of sales, including managing personnel to assist.
  - *Please note, this role requires regular physical activity, including lifting, carrying, bending, and working in various environmental conditions. Reasonable accommodations can be made for qualified individuals. If you have any questions or concerns before applying, we would be more than happy to speak to you.*
- Complete and submit stocktakes on a weekly basis – approving and submitting all relevant paperwork on a Monday.
- Complete quarterly CAPCON audits and implement any improvements given.
- Complete necessary stock paperwork including purchase orders using PORS system.
- Conduct line checks on a weekly basis and ensure records are kept up to date.
- Ensure Risk Management paperwork is maintained and compliant for all Food Hygiene areas of the venue operation.
- Ensure all bars, cellars and stockrooms are kept clean and tidy at all times and displays comply with ATG standards and presentation.
- Duty Manage some performances and be a key holder to the venue.
- Oversee preparation for events including press/gala nights including setting up relevant stock, serving tables and maintaining presentation.
- Oversee all maintenance and compliance of all appliances relevant to stock storage and file necessary paperwork.

- Receive and cross check all deliveries and delivery notes to ensure discrepancies are rectified and reported to management.
- Work with management to identify patterns of loss and apply prevention methods, including conducting staff training when required to do so.
- Adhere to all Health & Safety procedures to minimise risk of injury/accidents.
- Ensure all security procedures are adhered to in order to minimise stock losses.
- To forecast for future shows, with the assistance of the Deputy CEM.
- To complete any other reasonable delegated duty that assists the company in the achievement of its business objectives or requested by the management team.

## **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:**

- An excellent understanding of commercial objectives and proven ability to meet ambitious targets within agreed timescales.
- Excellent verbal and written communication skills.
- 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 qualifications or training.
- Health and Safety qualifications and/or experience.
- 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 Assistant Customer Experience 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.