



Group Access & Designated Safeguarding Lead (Maternity Cover – Fixed Term Contract)

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 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 Group Access & Designated Safeguarding Lead Role

Please be aware that this is a Maternity Cover Role on a Fixed Term Contract.

You'll report to the Group Risk Director and will work closely with multiple stakeholders, both internal and external. This includes (but is not limited to) the Risk Management Team, the Group Operations Team, Venue Operations and various working groups.

The main purpose of the role is:

- To be the Group's primary point of contact on issues relating to accessibility for individuals with disabilities and/or access requirements to the built environment.
- To coordinate, consult and direct on all matters required to provide full participation and integration of individuals with disabilities and/or access requirements in all aspects of ATG Entertainment, such as but not exclusive to, employees, customers, access to productions and the services we provide.
- To be the Group's primary point of contact for ensuring ATG Entertainment meets its statutory responsibilities with regards Safeguarding, including child protection and promoting the welfare of children and vulnerable adults, which will be addressed in accordance with statutory guidance relevant to each territory. To produce, regularly review and implement suitable policies that reflect the latest circulars and directives.
- To take responsibility for providing direction, guidance, policy, governance and audit within ATG Entertainment and across all supported venues in the agreed area of responsibility.
- Work within the Risk Team and support the team where required and as directed by the Group Risk Director.

Key responsibilities

- Act as ATG Entertainment's 'Access consultant' providing an effective advisory role to guide and direct on practical and technical solutions in matters relating to D/deaf, disabled and/or neurodivergent individuals and issues of access inclusion to all departments, divisions and venues.
- Give guidance on the requirements, specifications and aims of relevant legislation, statutory instructions and circulars, to all those involved in the needs of access customers, employees and changes to the built environment.
- Promote and maintain links with organisations and groups relating to D/deaf, disabled and/or neurodivergent individuals.
- Attend working parties, disability organisations and groups, advisory committees and other meetings relevant to developing best practice.
- Ensure that inclusion of D/deaf, disabled and/or neurodivergent individuals is fully considered in all ATG Entertainment's proposals for work within the live entertainment environment (audience inclusion and the built environment) and consistently promote this and strive for improvements.
- Promote and improve other areas not directly related to the built environment, which enable fuller participation and better, more accessible strategies within the organisation.
- Undertake site/building surveys and inspections as required.
- Where appropriate, manage specific programmes that deliver inclusive access to ATG Entertainment and all that we do, and collate Best Value Performance Indicator returns.
- Maintain an up-to-date awareness of developments and take part in inclusive access related initiatives, seeking information, advice and areas of innovation/improvement from external organisations which would benefit and improve the lives of D/deaf, disabled and/or neurodivergent individuals at work and in accessing our venues and services.
- Ensure that ATG Entertainment undertakes its defined responsibilities with regards to Safeguarding and promoting the welfare of children and adults at risk/vulnerable adults within the venues, whether as performers, participants, learners or audience members.
- To be fully cognisant of the nature and range of activities within the Group that may involve children/adults at risk/vulnerable adults including but not restricted to: Creative Learning, Work Experience, and Employment of under 18's/adults at risk/vulnerable adults.
- Ensure that suitable safeguarding training and support is in place for all venues and office staff.

- Ensure that all staff that are working regularly with children or adults at risk/vulnerable adults or may come into contact with children or adults at risk/vulnerable adults through the normal course of their duties (including themselves) are trained and have received the necessary background checks where appropriate to the region in which they reside, and that all staff are aware of ATG Entertainment policy and reporting procedures.
- Ensure that all relevant safeguarding procedures, including Code Adam actions for missing people in our venues, are accurate, relevant and well known as part of venue induction and incident planning.
- Attend and deliver where required, meetings, seminars, training workshops and other work-related issues as required, which may involve working outside normal hours.
- To lead and support the Venue Safeguarding Leads/Responsible Persons and implement suitable methods to measure compliance to safeguarding policy and procedures is in place such as via auditing.
- Act as the point of escalation and provide emergency response for venues and the Customer Contact Centre department with regards to all customer queries, concerns, issues and complaints pertaining to access and safeguarding and support as appropriate.
- Where access or safeguarding complaints are received and escalated, coordinate suitable action/response and ensure that where actions are required, that they are considered for the wider strategy across the relevant territory.
- Provide regular reports on safeguarding/access issues to the relevant stakeholders, including SLT and ELT, and ensure that where issues arise that require amends to policy/procedure that the relevant action is taken.
- Liaise with stakeholders on publicising and promoting accessibility and safeguarding across the Group.
- Any other duties as may be required that are relevant to the post and position within the Group Operations division.

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

- A good level of knowledge and understanding of the Equality Act 2010, especially with regards to disability, the Americans with Disabilities Act and the European Accessibility Act.
- A good level of knowledge and understanding of safeguarding practises and procedures across all ATGE territories.
- Ability to confidently lead on training and presentations to stakeholders on all levels, including SLT and ELT.
- Ability to work independently, leading and delivering ATGE's Access and Safeguarding strategy on an international level.
- A team player with good interpersonal skills.
- Excellent verbal and written communications skills.
- Creative problem solver and confident decision maker.
- Experience of working in a fast-paced environment, managing multiple projects at once.
- Proactive and flexible attitude, ability to effectively prioritise.

- A high level of discretion. We must be able to trust you to handle confidential and sensitive information.
- Confidence and ability to travel to ATGE venues independently as required.

Desirable

- Experience of work with accessibility and/or safeguarding in a theatre or live entertainment setting.
- Clear evidence of safeguarding or protection of children and vulnerable adults from harm training, such as a Level 3 (UK) or equivalent training Certificate.
- Evidence of Access Auditing Training for buildings.
- Experience of Project Management for a multi-site operation.