



## Venue Administrator

### 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 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 Venue Administrator Role**

The Administrator reports to the Venue Leader. In this role you'll provide a high-level of administrative support across the venue, enabling the smooth and successful running of the venue and excellent relationships with all stakeholders. You'll be a key contact for all venue queries, ensuring they are dealt with in accordance with ATG Entertainment's values and policies.

## **Key Responsibilities**

### **Collaborative**

- Provide administrative support for the Theatre Director, Theatre Manager, and other departments when required, using computer systems, running meetings, and taking minutes.
- Act as point of contact for the Programming Department, Producers and Finance team to coordinate contracts and riders, arrange advance payments and prepare timely settlements.
- Work with HODs in the recruitment of new staff and the inductions for new employees.
- Assist the Theatre Director and Theatre Manager with the provision of monitoring and reporting information.
- Respond to complaints and feedback from customers and audiences
- Act as the primary contact for all hires and events companies and to manage all pre-event administration for hires and local events in the Theatre so that the financial, administrative, marketing, technical and health & safety/risk requirements are in place.

### **Ambitious**

- Work with all departments, to ensure the smooth and successful running of the venue.
- Communicate with producers, before, during and after their visit to ensure they have the best possible experience of our venues.

### **Smart**

- Complete and maintain all personnel and HR administration and liaison, as directed, with ATG Entertainment's Human Resources department to ensure that personnel procedures and systems are being complied with correctly.
- Ensure that staff payroll details are recorded accurately and in place for payment of wages and salaries and that appropriate records are maintained in line with business and legal requirements.
- Process payroll accurately and according to deadlines.
- Raise invoices for deposits and settlements for functions and hires.
- Organise and arrange all induction training for new starters
- In conjunction with Department Heads, identify training needs and liaise with HR department to book staff onto relevant training courses
- Support external training by organising room and equipment for training delivery.
- Check invoices against purchase orders and ensure accounts are paid in a timely manner and accurate figures produced to deadline for period ends.
- Oversee the maintenance of all office equipment including printers and photocopiers and ensure stationary stocks are maintained at an appropriate level.

### **Passionate**

- Inform and assist colleagues in best practice across the venue, answering questions and queries from our central teams or colleagues in venue.
- Take responsibility for filing and archiving of records within the venue in line with GDPR and other legislation.

- Attend and contribute to regular meetings as required. To take notes and distribute as required.
- Always operate with discretion and integrity including compliance with the company's bribery and corruption policy

## **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 can 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**

- Some previous administrative experience is essential; experience processing payroll or other types of data would be an advantage.
- Excellent IT skills, with the ability to learn to use new software and systems (current systems include Windows 10 and Office 365)
- Numeric Skills (equivalent to GCSE Maths).
- Excellent verbal and written communication skills.
- Ability to be proactive and adaptive, to prioritise a varied workload and manage own time effectively while working to deadlines.
- An ability to create a positive, engaging, and collaborative working environment.
- Thorough attention to detail.

### **Desirable**

- Creative problem solver.
- Experience of working in a fast-paced environment, managing multiple projects at once.
- Experience of working with other partners and suppliers to tight deadlines.
- Advanced use of Microsoft teams