



Ticketing Supervisor – Fixed Term – Stockton Globe

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 over 70 venues across Britain, the US, Spain 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.

Ticketing Supervisor – Fixed Term - 16 hours per week

This role is a part of the Ticketing and Sales team and will report directly to the Ticketing and Events Senior Supervisor. You will be responsible for the supervision of the Ticketing and Customer Host team. As Supervisor you will work closely with all members of the Ticketing and Sales team to assist the Venue Management team in leading a strong Front of House operation.

You will be responsible for processing both Customer and Agent bookings with utmost accuracy using the in-house Ticketing System, which is currently Audience View. As Ticketing & Sales Supervisor you will support show operations by providing an enhanced level of customer service and resolving ticketing issues if they arise. This role is key to solving on-the-night ticketing problems and ensuring our customers receive an individual tailored service.

This is an exciting new customer facing role and the ideal candidate will have a collaborative approach to their work, ensuring smooth communication with customers and with other departments to allow appropriate and efficient resolutions to be achieved. Embracing the fast-paced environment of the venue, approaching all tasks with adaptability and accuracy. As an ambassador for the venue and our shows, you will be expected to always present a professional appearance and be able to convey your passion and enthusiasm for the venue and incoming productions whether in person, in writing, or over the telephone to key contacts and customers.

Key Responsibilities

- Supervise the Ticketing and Customer Host Team to deliver a seamless Front of House operation.
- Support the Ticketing Department as Ticketing Lead when required on show days and at any other events.
- Be responsible for resolving customer ticketing issues and initiating corrective action on show days, including looking up orders, reissuing tickets, rebanding seats and creating new orders.
- Support the team in creating a strong customer centric culture, by providing a first-class customer service, taking a proactive approach to helping attendees and ensuring questions and issues are resolved promptly.
- Be the point of contact on show days for any customer queries regarding the venue, facilities, and bookings.
- Assist the Ticketing team with show night preparation, including preparing equipment and briefing documentation.
- When required, assist duty management with reporting reconciliation and ensure it is accurate.
- Be responsible for updating show night documentation to ensure the smooth running of show night Front of House operations.
- Stay up to date with ATG's Access membership scheme and requirements of access performances.
- Supervise and motivate staff as required, monitoring, and appraising their performance and assisting with any training required for their future development.
- Support, where necessary, with the recruitment and selection of new staff members.

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'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 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 supervising a team to maximise sales and consistently achieve targets.
- Customer service experience.
- Excellent verbal and written communications skills.
- Skilled in complaint resolution.
- Proactive and flexible attitude, particularly in approach to unsociable / long working hours.
- Positive and purposeful, with an ability to think creatively to drive revenue and reduce costs.

Desirable

- Additional F & B or hospitality/leisure/events experience.
- Knowledge of AV or other ticketing systems.
- Experience of working in a theatre or arts environment.
- First Aid qualifications.
- Enthusiasm for/ interest in the theatre and the work of ATG, and ability to positively and pro-actively engage with all.
- Ability to manage and implement change.