



Customer Experience Manager

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.

The Customer Experience Manager Role

We're looking for a dynamic, innovative, and inspirational team leader, who has experience of working in a commercial environment and a desire to exceed targets while providing exemplary customer service to all our visitors. This is a revenue and customer experience focussed hospitality role which requires the positive motivational approach of a retail and hospitality professional. A key operational player in the development of our growth plan as we expand the activities and initiatives we deliver for our audiences.

This role is challenging and requires attention to detail across all retail and F&B operations to ensure that experiences in our restaurant- Pizza al Teatro, our bars, VIP Lounges and Exclusive Rooms are delivering outstanding customer service. Leading the Customer Experience team, you will maximise revenue, use data to inform and deliver future retail focussed plans, whilst always motivating team members to meet and exceed sales targets. The role is responsible for not just the welcome of our audiences, but also ensuring that we care for the casts and visiting companies that visit our venue.

You'll report to the Theatre Manager and be responsible for the Deputy Customer Experience Manager, Hospitality and Events Manager, Assistant Customer Experience Manager and Cellarperson. In addition oversight of the Customer Experience Team including Duty Managers, Supervisors, and Team Members. Additionally, you will collaborate with colleagues in the ATG Head Office, particularly the Hospitality and Risk teams. You will take an active interest in your team's talent and development as well as your own. You will work closely with venue colleagues across all departments to drive the vision of the venue forward, actively considering how your expertise and team can support the growth of the business. This post will comprise a mix of day, evening and weekend work and is based full time at the venue.

Primarily you are a strong retail focussed professional, with strong people and organisational skills able to work in an agile and target driven environment.

Key responsibilities

Department Management

- Line manage members of the Customer Experience Team, leading on their development, monitoring performance and ensuring their health and wellbeing at work remains a priority.
- Duty Manage both ticketed and non-ticketed shows and events across both venues.
- Manage the HR administration, with support from the Venue Administrator, within your team including processing personnel information, payroll, policy training, awareness, and adherence.
- Prioritise internal communications ensuring Team members are aware of audience and commercial targets.
- Oversee the Customer Experience and Duty Management rota to ensure all shows are staffed appropriately.
- Act as an Access and Diversity Champion contributing to how our venue ensures that we are as accessible and possible and strives for a diverse workforce, programme and audience.
- Assist in the development, planning and execution of marketing, advertising and promotional activities alongside venue marketing and central Customer Experience support teams.
- Actively participate and contribute to all relevant meetings.
- Oversee the management of our restaurant, Pizza al Teatro and wider food service.
- Any other duties as required by senior management.

Risk

- Ensure the Customer Experience Team are fully compliant with Health and Safety, Licencing, and Food Hygiene Rules and Regulations.
- Act as a Risk representative and join the venue Risk Team to ensure that the Risk Management System is up to date and compliant at all times.

- Actively participate in Environmental initiatives for the Customer Experience department

Revenue Management and Stock Control

- Implement with speed and agility new initiatives and devise new ones to aid revenue maximisation and enhance customer experience.
- Contribute to the budget management of the department with a focus on FOH costs and margins.
- Enable the team to maximise revenue and ensure that key performance indicators (KPIs) are achieved, including but not limited to, spend per head, gross profit per admit, payroll management and stock control
- Use data to inform decisions whenever possible maximise income, control costs and promote high service standards.
- Oversee the merchandise process, liaise with visiting merchandise companies when necessary, to ensure profitable merchandise operations, maximising venue commissions and providing first class service to third party companies.
- Ensure cash and card handling procedures are adhered to, and any discrepancies thoroughly investigated.
- Complete accurate and precise reporting on all department metrics including, completion of sales documentation, stock ordering and purchase orders.
- Oversee the management of stock and stock procedures, including audits, stock counts and storage.

Customer Experience

- Lead by example, with professionalism, and communicate effectively with other venue teams to ensure venue goals are aligned and supported.
- Liaise with visiting companies/hirers, in collaboration with other venue teams, to advance shows and events effectively to ensure that all their requirements are met.
- Promptly review and respond to customer feedback, including monitoring of customer NPS surveys
- Take pride in our venues and their reputation. Ensure housekeeping standards are upheld at all times and proactively assist with adhoc meeting and event requirements.
- Always demonstrate and encourage exceptional levels of service from the team when hosting visitors, events, Creative Learning projects and representing the venue in sponsorship, and external opportunities.

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.

Essential

- Significant Experience in exceeding retail targets in a complex commercial environment.
- Strong, demonstrable leadership and motivational skills within a large team.
- Understanding of financial management and budget planning.
- Experience of health and safety legislation and compliance.
- Evident ability to successfully drive initiatives and projects from concept to outcomes.
- Excellent planning and organisational skills.

- Experience in recruitment, HR and performance management.
- Ability to work under pressure with a high degree of autonomy.

Desirable

- First Aid qualification.
- Food Hygiene qualification (Level 2/3).
- Personal Licence Holder.
- IOSH qualification.
- Working knowledge of Kappture EPOS system.
- Experience in managing a restaurant or catering operation.