



Security Team Member

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 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 Security Team Member Role

Working as part of the Customer Experience team, you will report directly to the Duty Manager on a performance. Your role is to assist the Duty Manager in ensuring the safe working environment for all team members and customers to the venue. The security team member will play a key role in welcoming customers, conducting bag searches, assisting with entry checks, helping to protect our audience, colleagues and buildings whilst delivering the highest standards of customer service.

Key responsibilities

- Ensuring customers and visitors are directed to the appropriate area of the building and to be the warm, engaging, and friendly welcome to the venue.
- Conducting bag searches and entry checks of patrons entering the venues.
- Assist the Duty Manager in opening the building to the public.
- Ensure the fire exits are operational and well maintained.
- Maintain the safety of the building by performing internal and external building checks regularly whilst on shift.
- Checking stairs, handrails, toilets, fire exists, foyer entrance etc.
- Competent and up to date with our fire policy and fire risk assessments to play a pivotal role in our evacuation procedure.
- Assist with emergency situations, such as first aid and security incidents.
- Take the lead on Audience interventions where needed
- Having a working knowledge of the venue, including utilities and services.
- Undertake any other tasks as required of you by the Duty manager.
- Maintain a visible profile during incoming, interval and outgoing.
- Provide cover for stage door during stage door break if required.
- Assist with front of house or bar duties when required.

Other Duties

- Adhere to all health and safety procedures to minimise risk of injury and accidents.
- Attend staff meetings as required.
- Attend training courses as required for the role, and to successfully achieve accreditation where necessary.

- Complete any other delegated task which may assist the company in delivering a high level of customer experience

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

- SIA Licence
- Ability and confidence in dealing with members of the public, treating differing views with discretion and diplomacy.
- Excellent Verbal and communication skills.
- Creative problem solver and confident decision maker.
- Experience of working in a fast-paced environment.
- Proactive and flexible attitude, particularly in approach to working hours.
- Ability to effectively prioritise.
- Enthusiasm for/ interest in the theatre and the work of ATG entertainment, and ability to engage with all staff positively and proactively at all levels.

Desirable

- Door Steward Experience
- First Aid qualification (we will provide accredited training where required)