



Venue Director

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 Venue Director Role

The senior leader in the venue, a major player in the local community - this role drives performance, profit and service delivery to customers, producers, promoters, and the business. Requires collaboration with colleagues in other venues, central functions and in the wider community to ensure best practice and excellent standards.

A strong people manager, this role supports the venue Heads of Department in Operations, Marketing & Communications, Technical & Maintenance, Creative Learning and Business Development & Sales – with a focus on ensuring each individual alongside their wider team has all they need to drive their area of the business forward whilst working collaboratively and efficiently.

The incoming Venue Director will be instrumental in elevating the reach and status of the venue and should be an ambitious visionary with a strong operational mindset and the drive to transform the growth of the business.

Key responsibilities

To contribute to ATG's strategic goals by developing an ambitious vision and corresponding business plan for your venue, and implementing short, medium and long term plans to achieve the plan. To achieve, or exceed, budget expectations. Ensure your venue is perceived to be vital to its community, and a desired destination for customers, producers, and promoters. To offer inspiring leadership both internally and externally.

Focus:

- Take responsibility for the overall performance of your business, ensuring that there is a balanced approach to Customers, Shareholders, Employees, Reputation, Innovation, Entrepreneurship and Development.
- Provide and determine the smartest allocation of resources in your control – and ensure the balance of resources is proportionate and appropriate to achieve short, medium and long term goals.
- Actively create and pursue new income streams, including sponsorship and local programming opportunities, which fit the overall business objectives and vision.
- To work to and help formulate the Business Plan for your venue, in consultation with your Business Director and your Business Partner (Finance Team) and deliver against its objectives.
- Take responsibility for the growth of venue EBITDA as agreed with Board of Directors through setting, monitoring, and reviewing the goals and objectives of the venue's management team.
- To contribute to the programming of the venue through participation in an effective and collaborative dialogue with the Programming Director and his team; taking positive ownership of the resulting programme and offering ideas and/or new relationships to contribute to its longer-term development while taking responsibility for directly programming local bookings and events at the Venue.
- Work with the Regional Head of Conference and Sales to develop and implement a commercial conference and events strategy to support the continued expansion of this key area of the operation.
- To create a positive work culture for your team – ensuring a focus on individual development, open dialogue, and creative thinking in order to drive forward performance of both the employees and venue.
- Ensure your teams are capable and able to deliver first class service to a range of internal and external customers.
- Ensure the team work towards the agreed goals and targets and regularly review performance against those targets, dealing with performance issues appropriately.

- Represent the venue and ATG Entertainment generally as necessary ensuring that the venue maintains its own reputation and its status as part of an industry leading organisation.
- Support the development and delivery of community engagement activities and seek opportunities to further develop or support the venue through local partnerships.
- Ensure you comply with all legislative requirements for people, standards, health & safety.

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 are able to 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

- Previous experience working in a leadership and management capacity, as a minimum at an equivalent level to a head of department, or in positions of significant responsibility in smaller organisations.
- Proven ability to organise, lead and motivate a large and diverse team while engendering a sense of teamwork and common purpose.
- Creative and results-driven approach to delivering sophisticated, high-quality customer service in a busy environment; a focus on and prioritisation of the needs of our customer, client, or collaborator.
- Ability to pioneer positive change, engaging others and steering the team towards priority goals.
- Ability to manage and develop internal and external relationships at all levels and collaborate effectively with a diverse team.
- Skills and practical experience of supporting other people's development, ideally including managing performance and training.
- Ability to work smartly, with proven skills in problem-solving, generating new ideas and budget management.
- A highly organised yet adaptable approach: the ability to plan and prioritise a varied workload, meet deadlines and ambitious targets, with the flexibility to take up opportunities as they present themselves.
- An ability to create a positive, engaging, and collaborative working environment.
- Good IT skills, with the ability to learn to use new software and systems.

Desirable

- Experience in Event Management with an understanding of the requirements and considerations of hosting large scale performances and events.
- Experience of delivering events in a modular venue with a varied programme
- Knowledge of the local music scene alongside strong contacts with local promoters/event planners
- Experience of co-promoting events
- Personal license holder *

- Knowledge of ticketing or retail systems.
- Relevant management qualifications or training.
- Health and Safety qualifications and/or experience.
- A genuine interest in the live entertainment industry is required; work experience in the industry is desirable but not essential and we actively encourage applications from individuals working in other sectors.

* The Venue Director is required to be a Personal License holder or undertake the training and assessment to gain a license on starting in the role, which ATG will arrange. The application process for a license includes a Disclosure and Barring Service check.