



Technical & Building 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.

Please note, your role may involve working with children and vulnerable people.

The Technical & Building Manager Role

This position is based at one of ATG Entertainment's London venues.

The Technical & Building Manager will provide leadership for the technical and facilities staff at the venue. The post holder will develop and embed a cohesive, efficient, cost-effective, and robust operational, technical, and facilities maintenance structure at the theatre. They will ensure a high standard of day-to-day technical service, safety, and welfare management, alongside property and facilities management, whilst always keeping the customers, the production, and events at the heart of what they do. This will be achieved through effective management and leadership, excellent planning, budget management, and efficient scheduling of the theatre team.

Working with the theatre General Manager, other ATGE Technical and Facilities managers and aligning with colleagues from ATGE's central operations department, the Technical & Building Manager will:

- Take the lead role in ensuring a cohesive, efficient, cost-effective, and robust technical and maintenance structure for the venue.
- Act as the main point of contact for Producers, Tour Managers and Contractors ensuring all visitors and companies receive the highest standards of customer service.
- Manage the implementation, monitoring and cultural approach to workplace safety and compliance across all the technical operations ensuring the business meets its requirements in accordance with Health & Safety at Work Regulations (1999) for venue employees, visiting companies, and third-party contractors.
- Play an active role in the venue senior management team participating in management meetings and contributing to the overall success of business.
- Manage building and technical expenditure and projects, and to ensure the building is presented to the highest standard day-to-day.

- Liaise and align work with ATG's central Group Operations team consisting of Property, Technical, Facilities, Risk and Procurement.
- Plan and report on all this work as appropriate.

Key responsibilities

Technical

- Take the lead on all technical matters ensuring that all visiting companies receive a full technical service and that all shows, and events are presented to audiences at the highest standard possible. Lead the technical staff which will require an amount of time working on stage as an active member of the technical team.
- Work closely with productions and events to ensure their technical needs are met as economically as possible, always ensuring that these comply with agreed contractual terms.
- Work closely with the Creative Learning and Community Partnerships (CLCP) team on events and engagement activities.
- Plan as far ahead as possible ensuring all technical personnel are scheduled efficiently and effectively and produce and approve rosters in good time. Ensure budgets are met and all regulations and good practice adhered to.
- Ensure that the producers, event managers, and production teams receive the highest standards of customer care.
- Act as the primary contact point for all pre-production event meetings and communications ensuring that accurate information regarding technical, production and health and safety requirements are supplied in advance and actioned.
- Play an active role in ATGE-wide technical, production and health and safety activities.

Safety, Health, Welfare

- Manage the implementation and monitoring of procedures and facilities in accordance with Health & Safety at Work Regulations (1999) for theatre employees and visiting companies. Ensuring that safety culture is high on the agenda of all staff and that continuous improvement is always strived for.
- Lead on all building and technical safety and welfare matters relating to the venue.
- Work with the General Manager and other senior management to ensure all operations and procedures within the theatre meet current legislation, industry best working practices, and ATGE policies.
- Ensure all relevant processes are completed to an appropriate standard and documented to protect the company's interests.
- Ensure the building, permanent and temporary installations and loose equipment is tested and inspected in accordance with relevant legislation, best practice, and ATGE guidance.
- Lead on the development and monitoring of risk assessments relating to the building, plant, and technical operations.
- Ensure that suitable levels of competencies for staff and third parties can be demonstrated for any works being undertaken.

Budget and Finance

- Along with the General Manager prepare all budgets relating to your areas of operation and then ensure that these budgets are achieved, reviewed regularly, and reported on.
- Be responsible for all purchases and investment relating to the building, facilities, and technical works.

- Ensure that materials and services required by the technical and maintenance team are ordered in accordance with the company's approved procedures, supplying information for accounts and calculating contra charges.
- Maintenance and Facilities Management
- With the General Manager and Facilities Manager ensure that the property, soft & hard services, plant, and equipment relating to Phoenix Theatre is maintained, tested, inspected, and presented to the highest standard. Align with group policies and procedures on day-to-day planned and preventative maintenance. Prepare and update maintenance plans to facilitate the planning of investment across the venue; align with group contracts and centralised policies and procedures across technical, FM, property, and risk.
- Ensure that the building is presented to the highest standards, and that the building is always safe for use by our staff and costumers.
- Ensure that all plant, services, and equipment is maintained, fit for purpose and in-line with legislation, best practice and ATGE guidance.
- Project manage and /or support the delivery of repair/capital investment projects along with General Manager, ATGE property team, head of FM or head of technical operations as appropriate.
- Maintain technical, facilities and building records, drawings, O+Ms and general information ensuring that information is up to date and relevant, storing the data on the appropriate ATG system.
- With the General Manager develop a regime of planned maintenance, testing and inspection for all aspects of the Phoenix.

Staff Development, Training and Communication

- Develop a skilled, cohesive, and motivated team by ensuring high standards of recruitment, communication, development, and training.
- Recruit, train, appraise and manage your team to ensure business and individual objectives are achieved.
- Lead on staff training and development and ensure that appropriate technical, facilities and safety training is delivered.
- Lead on all other personnel matters relating to your team. Ensure all ATGE's HR policies and procedures are met and implemented.
- In conjunction with the Venue Administrator, ensure all personnel changes or updates for the BOH employees are processed in accordance with the company's procedures.
- Co-ordinate timesheets (and relevant ATGE systems), ensuring that they are correct and ready for processing by the Administrator. To ensure the timesheets adhere to agreed (and costed) staffing calls.
- Ensure regular and effective communication across your team.
- Set up regular team meetings to ensure the team is well informed and motivated. To also communicate company information, procedures, and goals.

Other Duties

- At times, and as the business requires work at other ATGE venues.
- Undertake any such duties and training as may be considered reasonable to the senior position of this role etc.
- Lead by example, always exhibiting the characteristics of a senior leader.

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 wellbeing.
- 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 ATGE 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	Desirable
Qualifications	<ul style="list-style-type: none">• General certificate - English and Maths.	<ul style="list-style-type: none">▪ IOSHH and NEBOSH Certificate.▪ Management/leadership qualification.
Experience	<ul style="list-style-type: none">• Extensive experience of managing technical teams within live performance venues.• Experienced in staff management, leadership, training, and supervision.• Excellent operational experience.• Experienced in safety legislation, implementation of safe systems and developing safety culture.• Experienced in managing buildings and building facilities.	<ul style="list-style-type: none">▪ Understanding of employment law. Understanding of financial management and budget planning.▪ Overview of operational security systems.▪ Experience in production or project management.▪ Experience of working within a senior management team.▪ Stakeholder management – producers and clients.

Skills and Attributes	<ul style="list-style-type: none"> • Excellent written and oral communication. • Excellent planning and organisational skills. • Highly computer literate – proficient with Word, Excel, and Outlook. • Ability to work under pressure and with a high degree of autonomy. • Ability to develop, manage and apply systems and procedures. • Ability to promote and represent the organisation. • Ability to lead and contribute to a team. 	<ul style="list-style-type: none"> ▪ CAD proficient. ▪ Ability to manage and implement change. ▪ Ability to effectively schedule large teams.
Values and Attributes	<ul style="list-style-type: none"> • Customer service driven. • Quality is at the heart of the job you do. • A leader with the ability to direct tasks but request assistance as required. • Committed to promoting and offering equal opportunities. 	<ul style="list-style-type: none"> ▪ Enjoys live theatre and the arts. ▪ Committed to raising the profile of business.
Knowledge	<ul style="list-style-type: none"> • Extensive knowledge of either technical, production or building management. • Extensive knowledge of safety and workplace legislation. 	<ul style="list-style-type: none"> ▪ Knowledge of production processes. Knowledge of building and facility management systems and process. Knowledge of the wider theatre community and associations.