



Customer Experience Team Member (Sunderland)

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 Customer Experience Team Member Role

Part of the Customer Experience team, you will report to the Customer Experience Manager, Deputy Customer Experience Managers, Assistants, Duty Managers and Supervisors on shift.

You will work alongside Security and Box Office Staff at the entrance to the venues, some of your tasks may overlap and we always work together to ensure the customers experience is the best it can be.

This is a varied role which involves working in all areas of Front of House including welcoming customers, scanning tickets, serving drinks and snacks behind the bars and Merchandise, selling ice cream and programmes in the auditorium, showing people to their seats aswell as hosting customers in our in-house Pizzeria and Ambassador Lounge.

Evening and weekend availability is essential for this role.

Key responsibilities

- Greet and engage with audience members, ensuring they feel genuinely welcomed to the venue and treated appropriately as an important and valued customer.
- Answer audience queries, ensuring that they can access timely and useful information and guidance when they need it.
- Maintain up to date knowledge of the venue, current and upcoming shows, products and other information relevant to customers and to recommend additional products and services as appropriate.
- Proactively suggest and sell products including food and beverages at the bar or through Delivered at Seat (DAS), merchandise, programmes or packages, ensuring an engaging sales approach to customers that encourages further purchases.
- Know and understand our sales targets and to work to exceed them.
- Ensure the accurate and safe handling of cash and stock in line with company procedures.
- Proactively identify risks to customer or staff health, safety or security and take appropriate actions to keep everyone safe. Ensure company Risk Management policies and guidance are complied with.
- Work collaboratively as a team member, working well with others to ensure all required tasks are completed.
- Proactively identify tasks which need to be done and take responsibility for completing them.

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 have most of the essential criteria we encourage you to apply, and welcome transferable skills from other industries or backgrounds. All relevant training will be provided.

The essential criteria of a great member of the team are:

- Understand the impact of the role on the customer experience and its importance to the company.
- Have a great work ethic and care about quality.
- Be observant and focussed on the customer.
- Relate well to others.
- Communicate effectively.
- Be proactive, decisive and get things done.
- Think creatively.
- Have ambition and drive.
- Be confident and have a passion & flair for sales.