



Casual Duty Manager – Stockton Globe

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, Germany and Spain.

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@atgertainment.com for a confidential discussion.

Please note, your role may require you to work with children and vulnerable people.

The Casual Duty Manager Role

Part of the Operations team, your Line manager is the Head of Operations. You are responsible for the Security and Stewarding team, working alongside the Food & Beverage, Ticketing and Technical teams.

This role is based at Stockton Globe, Stockton-On-Tees.

The Globe is a live entertainment venue, with the majority of content consisting of music & comedy and private events, with capability for both standing and seated events up to 1649 people up to standing 2700 capacity. Additionally, The Link is the secondary performance space for the venue. The Link has a capacity of 250 and as well as functioning as a café-bar, also hosts performances from gigs to stand-up comedy and private hire events.

An average shift will involve setting up event spaces, briefing security, ensuring the venue and teams are ready to open, monitoring crowd flow and assisting with bar queues, ensuring performances start on time and managing customer expectations to ensure they have a safe and enjoyable experience.

You would be the first point of contact with Emergency services in the event of an evacuation or incident,

The role requires you to write a formatted show report following every shift and record any incidents.

In collaboration with the F&B and technical teams you are responsible for securing the venue following an event

Key responsibilities

- To ensure the safety and effective operation of the venue during performances and events to ensure that the venue is maintained and presented to the highest standard, and that it fully complies with health, safety and licensing regulations.
- To oversee the operation of the venue and all Front of House areas, and to ensure that they are set up correctly, operationally effective, well-coordinated, compliant with all health, safety and licensing regulations, and, above all, to ensure that a customer and client orientated range of venue services is provided to the highest standard at all times.
- To encourage customers to use delivered at Seat service, upgrades to 1935 and other ATG and local F&B initiatives to improve profitability.
- To initiate, encourage and act upon customer and client comments to improve all the venue's services.
- To maintain a visible and approachable profile, a welcoming presence during the incoming, interval and post-performance, and to place a high priority on this responsibility.
- To ensure the Security & Stewarding team deliver the highest standards of service throughout, from pre-show briefing, the duration and closure of a performance, and through ongoing training and development, making sure they are fully aware of relevant health, safety and licensing regulations and evacuation procedures.
- Compile reports, show reports and input data onto tracking spreadsheets, as well as disseminating the information to appropriate parties.
- To ensure that the emergency evacuation procedures are effective and adhered to.
- To act as the responsible person in the event of an evacuation and invacuation scenarios, ensuring audience safety and liaising with the Emergency Services on their arrival.
- Nurture relationships with internal teams, nurturing interdepartmental relationships and positively working with producers, promoters and event organisers.
- To encourage and develop strong external stakeholder relationships with local partners, businesses, Wellington Square Shopping Centre, Emergency services and SBC Civic Enforcement and licensing Teams.
- To constantly monitor the appearance of the venue, carrying out building checks and reporting any maintenance/cleaning issues, to ensure that the venue premises are maintained and cleaned to the

highest level. Liaising directly with the Duty Technician on all matters requiring immediate attention and logging any work to be done in the Maintenance Tracker.

- To liaise with the Duty Technician to ensure compliance with health, safety and licensing regulations.
- To have a good knowledge of all current and impending legislation in connection with licensing, fire safety, building, health and safety, food hygiene and personnel requirements.
- To support the ticketing with customer ticketing enquiries using the ATG Ticketing system.
- To ensure any Accidents, Incidents and Near Misses are appropriately recorded and escalated where necessary.
- To ensure that staff are kept up to date with Company policy and goals.
- To attend training courses as required for the role and to further self-development.

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.

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

- Experience of supervising a large team.
- Experience in a customer facing role.
- Excellent verbal and written communications skills.
- A proactive attitude with the ability to confidently make decisions to the benefit of the customer, team and business.
- An empathetic approach to people management and positive attitude regarding equality and inclusion in the workplace.
- Availability to work evening and weekends.
- Engage with all staff at all levels.
- Ability to deal with conflict/complaints in an effective and approachable manner.
- Computer Literate must be able to work with Outlook, Teams, Word and Excel.

Desirable

- Personal License Experience of Ticketing systems.
- First Aid Qualification.
- IOSH Managing Safely qualification.
- Food Hygiene Qualification (Level 2/3).
- Passion for live music, comedy and events.