



## Administrator

### 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](mailto:recruitment@atgentertainment.com) for a confidential discussion.

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

## The Administrator Role

The Administrator reports to the Theatre Director and Theatre Manager. In this role you'll provide a high-level of administrative support across the venue, enabling the smooth and successful running of the venue and excellent relationships with all stakeholders. You'll be a key contact for all venue queries, ensuring they are dealt with in accordance with ATGE's values and policies.

## Key responsibilities

- Provide administrative support for the Theatre Director, Theatre Manager, and other departments when required, using computer systems, running meetings and taking minutes.
- Work with all departments, to ensure the smooth and successful running of our venues.
- Act as point of contact for Producers and the Finance team to coordinate contracts, arrange advance payments and prepare prompt settlements. Working productively under reasonable levels of pressure and completing tasks within specified deadlines.
- Communicate with producers, before, during and after their visit to ensure they have the best possible experience of our venues.
- Complete and maintain all personnel and HR administration and liaison, as directed, with ATGE's Human Resources department to ensure that personnel procedures and systems are being complied with correctly.
- Work with HODs to ensure complete onboarding and inductions for new employees.
- Ensure that staff payroll details are recorded accurately and in place for payment of wages and salaries and that appropriate records are maintained in line with business and legal requirements.
- Process weekly and monthly payroll accurately and according to deadlines.
- Check invoices against purchase orders and ensure accounts are paid in a timely manner and accurate figures produced to deadline for period ends.
- Take responsibility for filing and archiving of records within the venue in line with GDPR and other legislation and act as the venue's Privacy Champion.
- Respond to customer correspondence, working with the venue team to ensure that customer queries, complaints and compliments are responded to in a timely and professional manner.
- Oversee the maintenance of all office equipment including printers and photocopiers and ensure stationary stocks are maintained at an appropriate level.
- Always operate with discretion and integrity including compliance with the company's bribery and corruption policy
- This role will continue to uphold ATG Entertainment's core values by:
  - Interacting with all customers, agents, producers, company members and colleagues with a cheerful and helpful demeanour.
  - Addressing how we operate critically and putting forward suggestions for areas of improvement to streamline processes and uphold the smooth running of the department. We embrace creativity and encourage all members of the Box Office to be vocal and supportive of one another's ideas.
  - Treating all customers as VIPs, conveying enthusiasm for our show, tickets and packages.
  - Embracing the fast-paced environment of the Box Office, approaching all tasks with adaptability and accuracy. As an ambassador for the theatre and the show, you will always present a professional appearance and be able to convey your passion and enthusiasm for the theatre and incoming productions whether in person, in writing or over the telephone to key contacts and customers.

## 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

- Some previous administrative experience is essential; experience processing payroll or other types of data would be an advantage.
- Numeric Skills with experience of working with figures.
- Excellent verbal and written communication skills.
- Confident with IT, with the ability to learn to use new software and systems (current systems include Windows 10 and Office 365).
- Ability to be proactive and adaptive, to prioritise a varied workload and manage own time effectively while working to deadlines.
- Attention to detail.
- The ability to create a positive, engaging, and collaborative working environment.

### Desirable

- Prior experience of working in a fast-paced environment, managing multiple projects at once.
- Experience of working with other partners and suppliers to tight deadlines.
- Experience of dealing with complaint resolution.
- Advance use of Microsoft Teams.
- Experience of working with Dynamics 365 finance system.