



## Customer Experience Supervisor

### 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.

## **The Customer Experience Supervisor Role**

You'll report to the Customer Experience Manager, Deputy Customer Experience Manager, Assistants, and Duty Managers, and be responsible for Customer Experience Team Members on shift. You'll also work closely with 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.

You will be one of a team of Customer Experience Supervisors and will actively be involved in ensuring that we are offering the highest levels of service to our customers. You will be a supervisor in both a cinema and theatre environment, and as such will need to lead the teams on shift to deliver a great experience to two types of patrons. You will also be instrumental in driving the front of house income on a per show basis to reach the expected venue and team potential. It will be your responsibility alongside the management team to make sure the staff are correctly equipped, informed and prepared for their work. You may be asked to be involved in the exploration and development of the FOH department, implementing ideas and feeding back to management on sales initiatives. You will be a key member in helping to drive sales, understanding targets and contributing to improving spend per head and gross profit per admit. You will also be expected to represent the theatre with professionalism and enthusiasm.

Evening and Weekend work is essential for this role.

## **Key responsibilities**

### **Operation**

- With the Customer Experience Management Team, lead and support the Customer Experience team members in delivering a complex and busy Front of house operation.
- Ensure accuracy in processes and procedures of operating all systems relating to the Customer Experience team, including the Kappture till system, Veezi ticketing system and accident reporting system.
- Ensure the Front of House operation is compliant with all health and safety, licensing, food hygiene and Company processes and procedures.
- During performances, to be present Front of House of the building ensuring that areas are run smoothly, and that problems are dealt with immediately and effectively.
- Maintain a detailed knowledge of the show and the impact on operations e.g. running times, latecomers, age policy and special effects.
- Strive to achieve an inclusive Customer Experience journey for all our patrons.
- To liaise with the venue management team prior to the shift in order to be confident of all Front of House operational matters and emergency evacuation procedures.
- Pro-actively participate in weekly fire drills with the venue management team.
- Contribute to a culture of risk prevention by ensuring all operations relating to the Customer Experience department are carried out in line with all legislative and company procedures.
- Assist and lead with the venue's current stock processes and stock takes, and ensure the Customer Experience team are adhering to any processes and procedures on shift.

### **Customer Experience**

- Support and motivate the Customer Experience team leading by example and creating a team culture that strives for excellence and delivering a premium service for every customer.
- Assist the Customer Experience Management Team in developing strategies to ensure the venue provides a first-class Customer Experience.
- Assessing the customer journey in line with the 'Mystery Customer' categories, reviewing feedback and action points in collaboration with venue Management.
- Work with the central Food and Beverage team to implement new concepts and provide effective feedback on all F&B concepts.

### **Finance and Reporting**

- Dynamically help to roster the Customer Experience team to ensure all shows are sufficiently staffed in all areas on the day, whilst maximising all sales and managing costs.
- Working with the Customer Experience Management Team in maximising revenue and ensure all KPI's are achieved: including but not limited to spend per head, mystery customer reports, cost per performance and gross profit per admit.
- Monitor the progress and effectiveness of the retail concepts in line with the venue KPI's and customer satisfaction, and assist in the implementation of new concepts.
- Work with the Customer Experience Management Team to incentivise the Customer Experience team to drive sales and maximising the venue potential.

### **Relationships and Development**

- Establish strong working relationships with other venues and central departments, including the Group Food and Beverage team and Kappture support team.
- Build positive relationship with other departments within the theatre, ensuring effective communication and following up with performance based problems in a timely manner.
- Work with the Customer Experience Management Team to ensure all staff are trained and inducted effectively into the business.
- Using the company's training software, ensure the Customer Experience team complete all required training.
- Proactively participate in Company led training schemes, taking responsibility for your own personal development.
- Ensure all documentation is kept up to date including right to work, lateness, sickness and variances.
- Ensure a programme of regular catch ups and reviews are in place and work with Customer Experience Manager to seek out staff that are ready for progression.

### **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**

- Knowledge and experience of operating a busy venue
- Experience of cash handling and stock control
- Strong leadership skills and be able to manage and motivate a varied team of staff
- Previous experience in the hospitality industry

#### **Desirable Training**

- Personal Licence Holder
- Food Hygiene Level 2 for Catering qualification
- First Aid Trained