



Building & Maintenance 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 or vulnerable people.

The Building & Maintenance Manager Role

This role reports to the Theatre Director and is responsible for the Maintenance Assistant at the New Victoria Theatre, Rhoda McGaw Cinema and Nova Cinema in Woking. The Building & Maintenance Manager will be a part of the venue management team, providing leadership to the team and building expertise. The post holder will act as a lead Risk Champion in our venues.

The Building and Maintenance Manager is responsible for the planning, organising and coordination of all building projects and repairs, maintenance contracts and planned preventative maintenance. They will be a strong leader and ensure that our venues are maintained in excellent condition for all visitors, performers and staff. The Building and Maintenance Manager is responsible for the general upkeep and maintenance of the building to ensure it meets Health and Safety, licensing and any relevant legal requirements. As well as overseeing all the maintenance, they will be responsible for keeping an electronic database (Meridian) up to date with all compliance documents and registers of works required and completed.

Key responsibilities

Property

- Support contractor visits, ensuring work briefs are adhered to and appropriate inspections are carried out in a timely and effective manner. It is the responsibility of the Buildings & Maintenance Manager to ensure that all appropriate paperwork is completed and understood, and permits obtained and issued where necessary.
- To prepare a yearly preventative maintenance plan which takes into account all periodic inspections, routine maintenance tasks, the venues lease obligations and any minor works required.
- Oversee annual maintenance inspections for all areas where these are necessary, ensuring compliance with all legislation, company practice and that records are kept. This includes but is not limited to, firefighting systems, water, air conditioning and pest control.
- Undertake and/or ensure projects and maintenance tasks are completed to timescales agreed, to the highest possible standards and within agreed budgets. Tasks will include decorating, plumbing, carpentry and other tasks within the employee's skills base.
- To liaise with the Technical Manager ensuring that the lamping and general maintenance of the lighting across the venues is carried out in an efficient and timely manner.
- Oversee larger projects that may be necessary for the upkeep and running of the building.
- Maintain an overview on the general standard of housekeeping in the building. Report and action necessary works to ensure the highest standards of presentation possible.
- Ensure the painting and decoration of the venue is maintained to a high standard, performing any repairs necessary in a manner suitable to the style and history of the building.
- Source information and quotes for work requiring the use of contractors, and ensure that the job brief is complete and comprehensive for any work needing to be carried out.
- Undergo a daily and ongoing seat inspection of all seating, including making all necessary repairs and keeping comprehensive maintenance and repair.
- Work with other departments to enable them to maximise their effectiveness, including, but not limited to, creating point of sale displays or sales points for front of house; fixing and fitting marketing materials where appropriate; working with the back of house departments to upkeep the stage and back of house areas to the highest standard possible.
- Ensuring that the online property register and Meridian safety compliance software is kept up to date. To be available on call for emergency maintenance assistance and alarm activations outside of normal working hours. Willing to work flexible hours including early mornings, evenings, weekends and Bank Holidays.
- Support and lead on venue CAPEX requests for your department.

- Lead, alongside the Technical Manager, on the Contactor Management System (Gatekeeper).

Risk Management

- Take the lead on all aspects of the ATG Risk Management System (RMS), as the lead Risk Champion.
- Lead, with our external consultants on our Fire Risk Assessment and actions from it.
- Ensure that all work is undertaken in a safe and appropriate manner complying with current best practice including licensing, fire, conservation and Health & Safety legislation and guidance.
- Implement and comply with the company Risk Management Policy, maintaining the safest possible environment for your colleagues, visiting companies and customers, including ensuring that all Risk Assessments and COSHH assessments are up to date and reviewed in a timely manner, and a monthly checklist is completed.
- Act as Legionella representative for the venue, ensuring that regular inspections are completed and paperwork updated, and any necessary actions taken following on from these visits.
- Complete a monthly maintenance inspection, looking at all aspects throughout the building to ensure that the highest standard is attained at all times, addressing any issues that arise in a timely manner.
- Complete and submit incident reports, near miss reports and accidents reports to venue management as and when they occur via the current reporting system.

People Management

- Provide day to day management of the Maintenance Assistant.
- Ensure that all necessary documentation is completely accurate and submitted to venue management as required.
- Ensure that employee performance is monitored and reviewed accordingly and where necessary appropriate action taken.
- Ensure that staff are kept fully up to date with maintenance procedures and working practices through a structured multi-skilling training programme.
- To attend meetings as necessary to support the Management Team including, but not limited to, monthly Risk meetings, meetings with ATG Facilities Management and operations meetings.
- Attend training courses as required to further self-development for you and your team.
- Ensure all the company’s policies and procedures are adhered to.

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	Desirable
Qualifications		<ul style="list-style-type: none"> • IOSH Qualification. • Full, clean drivers licence.

		<ul style="list-style-type: none"> • Technical or recognised trade qualification in a relevant discipline. • First Aid at Work Training. • Working at Height training • Manual handling training
Experience	<ul style="list-style-type: none"> • Experience of the management of Health and Safety at Work in an environment comparable with a theatre or entertainment venue. • Experience of leading a team. • Proven hands on maintenance experience and knowledge (carpentry, plumbing, decoration, electrical etc). • Experienced in the implementation of safe systems and developing a safety culture. 	<ul style="list-style-type: none"> • Experience of working in a multi-faceted building/complex. • Experience of using online compliance and risk management systems.
Skills and Attributes	<ul style="list-style-type: none"> • Ability to manage a varied and complex workload. • Good knowledge of building services and systems. • Ability to prioritise. • Strong spoken and written communication skills. • Numerate. • Good IT skills, including the use of MS Office, Word and Excel. • Practical ability, with the competence to use power tools and hand tools for minor repairs and improvements. • Flexibility to work unsocial hours and weekends to meet business requirements where necessary. • Ability to develop and maintain good working relationships with a wide range of people both internal and external. • Analytical and forward-thinking, always seeking to improve. • Ability to work under pressure and with a high degree of autonomy. • Ability to be adaptive, prioritise and practice good time management. • Ability to lead and contribute to a team. 	<ul style="list-style-type: none"> • Ability to manage and implement change. • Knowledge of water management, pest control, low voltage light and small power systems, ventilation and air handling systems, general plumbing services, fire protection systems and fire alarms.
Values and Attributes	<ul style="list-style-type: none"> • 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. • A 'can-do' attitude and a positive, flexible approach to the job role, work colleagues and peers. • A strong project delivery focus and a genuine desire to deliver an excellent result, every time. 	<ul style="list-style-type: none"> • Enjoys live music, cinema and the arts. • Committed to raising the profile of business within the local community.
Knowledge	<ul style="list-style-type: none"> • Competence in the knowledge and application of relevant Health & Safety regulations. 	<ul style="list-style-type: none"> • Knowledge of the wider industry trends.

		<ul style="list-style-type: none">• An understanding of fire safety including previous experience of the operation and maintenance of fire alarm panels.• An understanding of accident and incident management reporting.• An understanding of security requirements in a theatre environment.• Experience and understanding of building services, systems and issues faced by old buildings.• Previous experience in managing contractors.• Knowledge and maintenance of heating, venting and air conditioning (HVAC) Systems.
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