



Sales and Ticketing Manager

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| Job title: Sales and Ticketing Manager | |
| Main purpose of job: Reporting into our Head of Sales, the Sales & Ticketing Manager will take the lead in turning the sales and ticketing strategy into effective action and results, while keeping a very close eye on inventory and daily/weekly sales movement. They will look out for trends and be ready to act to capitalise on them. They will ensure that sales reporting is shared and understood by key stakeholders to ensure that information flows effectively. They'll work in close connection with Ticketmaster and other ticketing partners to ensure ticketing strategy is exercised across all channels. They will also act as Line Manager for the Ticketing Assistant. | |
| Department: Sales and Marketing | Location: ABBA Voyage, 10 Rathbone Place, London, W1T 1HP |
| Position reports to: Head of Sales | Position is responsible for: Ticketing Assistant |
| Contract Term: Permanent | Salary: £45-50,000 depending on experience |

ABOUT YOU

- At least 4 years in the entertainment ticketing industry, including at a Manager level
- In depth knowledge of standard office-based systems including Excel and Word
- An effective leader and confident decision maker with previous experience of managing a direct report.
- Experience of working with senior stakeholders, VIPs and their personnel
- Excellent organisational skills, including time management, prioritisation, forward planning, and meeting deadlines.
- Understanding and knowledge of box office ticketing systems, ideally to include Ticketmaster, and the ability to pick up new systems quickly.
- Considerable experience of working to targets and deadlines
- Understanding of entertainment ticketing, including of secondary ticketing channels

Key roles and responsibilities

- Partnering with the Head of Sales, oversee Sales and Ticketing function for ABBA Voyage London, including detailed management of inventory and sales reporting
- Collate and distribute thoughtful and insightful sales reports daily and weekly, which provide valuable and constructive insight to all stakeholders of ABBA Voyage. Analyse data and partner across the marketing and sales teams to turn that analysis into action
- Manage the relationship with Ticketmaster and box office teams, ensuring that mutual needs and deadlines are met



- Work on continually analysing the arena seating plan and sales reports to determine the maximum effectiveness of available inventory.
- In partnership with Head of Sales, manage on-sale process and set up of all new ticket releases/booking periods, working in partnership across Marketing and Sales teams
- Manage set-up, allocation, and release of all holds in conjunction with the agreed strategies
- Work closely with Ticketmaster to ensure all access bookings are processed, and that any access ticketing and sales enquires which arise from social channels and generic inboxes are resolved
- Act as the first point of contact for all ticket requests from our key stakeholders including but not limited to: Creative Team, Producers, Investors, Record Label and all our external partners.
- Overseeing an effective system of processing and reporting house seat bookings, working closely with Ticketmaster and the box office team, and supervising the Sales & Ticketing Assistant who will process all house seat requests.
- Collaborate with the Marketing, Venue and Production teams to identify and book allocations for special events and access performances.
- Proactively contribute to ideas and conversations around ongoing and new ticketing initiatives.

HOW TO APPLY

Please read the full job description carefully and if you're confident you meet the criteria, please send an up-to-date CV, along with a few paragraphs (no more than 500 words) outlining why the role interests you and what you will bring to ABBA Voyage, to careers@abbavoyage.com.

ABBA Voyage welcomes applications from all sections of society. We are committed to equal employment opportunities regardless of race, religion, or belief, ethnic or national origin, disability, age, citizenship, marital, domestic, or civil partnership status, sexual orientation, gender identity or any other basis as protected by applicable law. If you have a disability or additional needs that require accommodation, please do not hesitate to let us know.