



Ticketing Assistant

Job title: Ticketing Assistant	
Main purpose of job: ABBA Voyage London is seeking a Ticketing Assistant, who form a vital part of the sales and ticketing team, ensuring the smooth operation of all ticketing and sales processes for this exclusive concert event. Bringing to the role a basic understanding of entertainment ticketing, strong numeracy skills and a keen attention to detail, the successful candidate will also have demonstrated an ability to work diligently and independently as part of a dynamic and experienced team. They will be self-motivated and energetic, and enjoy working in a fast-paced and exciting organisation. They will be keen to learn, eager to grow, and determined to play a role in the live entertainment industry.	
Department: Sales and Marketing	Location: ABBA Voyage, 10 Rathbone Place, London, W1T 1HP
Position reports to: Sales and Ticketing Manager	Position is responsible for: n/a
Contract Term: Permanent	Salary: £30-35,000 depending on experience

ABOUT YOU

- Minimum one year box office experience, preferably at a supervisor level, including experience of pulling and formatting sales reports
- Strong skills in Excel, and an eagerness to grow these skills further
- Knowledge of and experience on PCI/Ticketmaster system an advantage
- Demonstrable numeracy skills, including ability to analyse and interpret data
- Passion for live entertainment and an understanding of how consumers engage with the industry
- A determination to play an active and growing role in live entertainment

Key roles and responsibilities

- Compile and distribute daily and weekly sales reports to key stakeholders of the production
- Support in management of ticketing allocations and ensure accurate reporting of sales across all channels
- Process requests for house seats, making sure this allocation is used effectively and within the parameters set by the Head of Sales and the Ticketing Manager
- Monitor sales at a per-performance level, seeking to identify opportunities and challenges, and bringing these to the Ticketing Manager for agreement and action
- Act as a vital point of contact for the Sales and Marketing team for all ticketing partners and collaborators. Work to fulfil their needs to ensure all sales channels are maximised and motivated



- Support on the development and execution of access initiatives, focusing on implications on the ticketing process
- Champion change both within the ABBA Voyage organisation and its sales partners, always looking for opportunities to improve processes and procedures
- As directed by the Ticketing Manager, keep other departments and partners informed of sales data, analysis and insight
- Provide occasional administrative and ticketing support to the ABBA Arena's box office team, including supporting around special events and activities
- Support Sales and Ticketing team in checking and approving the set-up and on-sale for new booking periods
- Take an interest in the broader business, and understanding the Sales and Ticketing team's contribution.

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.