



## **BOX OFFICE SUPERVISOR**

<b>Job title:</b> Box Office Supervisor	
<b>Main purpose of job:</b> As the Box Office Supervisor, you will collaborate with the Box Office Manager, Marketing and Ticketing teams and Visitor Service Managers to deliver an unrivalled visitor experience in a brand-new state of the art arena. With internationally acclaimed music at its core, this concert will attract visitors from all around the world, and you will play a key role in running the show!  This is a rare opportunity to be part of something right from the beginning and really make your mark. So, if you're looking for the chance to learn new skills and take your career to the next level, we'd love to hear from you!	
<b>Department:</b> Visitor Services	<b>Location:</b> ABBA Voyage Arena: 1 Pudding Mill Lane, LONDON E15 2RU
<b>Position reports to:</b> Box Office Manager	<b>Position is responsible for:</b> Box Office Assistants
<b>Contract Term:</b> Permanent	<b>Salary:</b> £30,000-32,000 depending on experience

### **ABOUT YOU**

- Excellent knowledge of managing ticketing platforms in music or theatre venues with the ability to grasp new information quickly.
- Confident in supervising diverse teams in busy public-facing environments.
- A genuine passion for exceeding visitor expectations.
- Thrive on working in a busy changing environment with a confident, personable approach.
- Excellent knowledge of industry regulations including GDPR.
- Supporting the Box Office Manager in delivering accurate reports
- Interest in ticketing and audiences with a focus on latest developments in new technologies.
- A passion for mentoring and leading from the front.
- Experience managing rostering of staff and processing accurate hours for payroll.
- Set yourself high standards and have a keen eye for detail.
- Proficient with IT software including Microsoft office, especially Excel and Word.

### **Key roles and responsibilities**

- Support the day-to-day ticketing functions at the ABBA Arena ensuring high-performing ticketing and customer service, maximising the revenue across of areas of ABBA Voyage



- Work closely with Ticketmaster and any other ticket agents to understand our ticketing system, be an expert user and team trainer, ensuring awareness of system capability and functionality to deliver ticketing excellence.
- Ensure accurate, timely and efficient reporting and reconciliation.
- Attend regular venue meetings as required to share status updates on sales and customer issues, and to gain a broader understanding of campaign activity and challenges.
- Lead from the front and take a proactive solution focused approach to problem-solving with the ability and confidence to offer resolutions to ticket related issues.
- Keep up to date with current trends to ensure best practice in ticketing operations including GDPR.

### **Staffing**

- Support the Box Office Manager with the daily rota, addressing any staff sickness or short notice requests for support from other teams and escalating staffing level issues to the Visitor Services Management team.
- Plan and deliver motivating and informative daily briefings to ticketing assistants enabling them to deliver the best service to visitors.
- Set up and issue equipment used by the Team including radios, scanners, mobile devices, and any other appropriate materials.
- Monitor and address staff lateness, absence, appearance, attitude and performance, reporting on these to Box Office and Venue Managers.
- Provide any other support required and step-up support to cover the Box Office departments essential duties.

*Please note that these points are only an outline of your main role and responsibilities, and that there will be additional day to day duties expected of you to ensure the smooth and effective running of your department and the show.*

### **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](mailto: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.*