



JOB TITLE: Visitor Services Duty Manager

CONTRACT TERM: Permanent

SALARY: Up to £32,000 p/a Depending on experience

LOCATION: ABBA Voyage Arena/Head office (central London)

REPORTING TO: Visitor Services Manager

HOURS: Full-time

CLOSING DATE: 30th June 2023

ABOUT US:

ABBA Voyage is a concert like no other, blending cutting-edge technology, spectacular lighting, and some of the most beloved songs ever written. Since the custom-built arena opened in May 2022, the show has been astounding and delighting thousands of visitors from across the world. But as we continue to build on the success of the London show and with rapidly expanding growth plans, the journey is only getting started. We are looking for talented and passionate individuals to join our already world-class team. This is a rare opportunity to be part of something truly iconic and really make your mark. If you'd like to take your career to the next level, we'd love to hear from you!

See what audiences have been saying about the show [here!](#)

ROLE OVERVIEW:

As the Visitor Services Duty Manager, you will collaborate with the Visitor Service Managers to continue to develop the team and ensure an unrivalled visitor experience. In a state of the art Arena with internationally acclaimed music at its core, this concert attracts visitors from all around the world, and you will play a key role in running the show!

KEY ROLES AND RESPONSIBILITIES:

Show Operations – Front of House team management

- Manage visitor access, flow, and seating safely, from queuing at the entrance gates and through into the Arena. Re-deploying staff where necessary and providing timely information and announcements to get the Concert running on time.
- Work closely with key delivery teams to ensure the Arena site is correctly set up, teams are in position for opening and at the end of the concert cleared and secure on closing.

Show Operations - Safety Team

- While on duty be present in the Arena anticipating safety issues before they arise, and resolve them quickly, or escalate where necessary to the Visitor Services Manager (Bronze Controller)
- Ensure that teams are delivering to the crowd control measures for ingress and egress, working closely with the Security teams and local DLR station staff to manage visitor logistics on and off Site.
- In the event of an emergency and as part of the Emergency Response Team, take responsibility for the safety of all visitors and staff and under instruction from senior managers to evacuate the Arena when necessary, giving clear and confident directions to delivery teams and visitors.
- Work with the Visitor Services Manager to resolve audience rule breaches and be confident in conflict resolution.

Show Operations - Welcome and Presentation

- While on duty in public areas, be an ambassador for ABBA, supporting the delivery teams to engage with and provide assistance and information to our visitors.



- Leading the teams through role modeling excellent customer service behaviors at all times. Coaching and developing teams in this area.
- Assist visitors with access requirements, limited mobility or who are deaf, blind / visually impaired to get to their seats / find their way around.
- Monitor cleanliness of public spaces and take action or report as appropriate, by tidying up furniture, equipment, signage, barriers and checking toilets and litter.

Non Show Operations – Staff Leadership and Management

- Regularly meet teams to develop and cultivate excellent customer service throughout the team,
- Monitor, address and report performance issues: lateness, absence, sickness, appearance and attitude, and work with Visitor Services team to address these.
- Plan and deliver motivating and informative daily briefings enabling all teams across the site to deliver the highest level of welcome and service
- Help support and maintain the daily rota using the department master rota, ensuring that all operational positions are covered and manage leave and short notice requests.
- Set up and issue equipment used by the Team including radios, scanners, mobile devices and any other appropriate materials.
- Provide any other support required and step-up support to cover the Visitor Services Managers 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.

ABOUT YOU:

- Confident and experienced leader of customer services teams, preferably working with large audiences. Leading 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.
- Knowledge of best practice for customers with any access requirements.
- A strong understanding of health and safety in public-facing environments.
- A passion for training, mentoring, and developing teams and leading from the front.
- Take a proactive solution focused approach to problem-solving.
- Experience managing rostering.
- Set yourself high standards and have a keen eye for detail.
- Strong written English and verbal communication skills.
- Proficient with IT software including Microsoft office, especially Excel and Word.

WHAT'S IN IT FOR YOU:

- The opportunity to be part of a revolutionary concert
- Competitive salary and bonus scheme
- 6% matching pension contributions
- 10 complimentary tickets to the show every year
- Health Care Cash Plan, EAP and retail discounts

HOW TO APPLY:

Please send an up-to-date CV and a short cover letter to jobs@abbavoyage.com

DIVERSITY AND INCLUSION STATEMENT

Here at ABBA Voyage, we strive to be a business where difference is valued and everyone is able to thrive in a culture of equality, inclusion and belonging. We are committed to providing a truly inclusive environment that reflects today's society, where everyone is able to bring their true selves to work, and where diverse voices and backgrounds are valued, heard, and well-represented.



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 at the point of application.

BE YOUR BEST STATEMENT

We want everyone to make the most of the opportunity to shine and showcase their talents, so we are happy to make adjustments in the recruitment process so you can be your best! Please don't hesitate in discussing any specific requirements with us, or if you would feel more comfortable, you can email us confidentially at peopleteam@abbavoyage.com to let us know how we can support you.