



JOB TITLE: Learning & Development Manager

CONTRACT TERM: Permanent

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

REPORTING TO: Operations & People Director

HOURS: Full-time

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: <https://www.instagram.com/p/CghOCTIDdy3/>

ROLE OVERVIEW:

As the Learning and Development Manager you will work alongside the Operations and People Director to develop an industry leading learning and development offering from the ground up. This is a delivery focussed, hands on role where you will set the standard for learning at ABBA Voyage by overseeing the professional development of staff across the entire business.

The role will focus on successfully developing and running:

1. An exciting outreach education programme within the local community, including career workshops, summer schools, apprenticeships and mentorship programmes.
2. A robust internal L&D strategy that our teams engage with; inducting new starters; developing careers; and ensuring we offer an unparalleled customer experience.

KEY ROLES AND RESPONSIBILITIES:

- Collaborate with the People Director to develop a comprehensive and costed end-to-end learning and development strategy for ABBA Voyage.
- Develop and launch a comprehensive outreach education programme in partnership with the People Director, ABBA Voyage technical departments and EAST EDUCATION. This will include career workshops, summer schools, apprenticeship and mentorship programmes. This is an important commitment to the local community and will make up a significant part of this role.
- Champion and drive forward future initiatives with relevant local partners including the Good Growth Hub and local council.
- Manage the apprenticeship levy when it comes into effect and work with partners to strategically implement the right programmes.
- Build, launch, manage and report on a new on-line learning management system (LMS), including bespoke content and resources to support inductions, compliance and customer service training.
- Partner with line managers to identify and ensure agreed learning and development objectives are being met, and that we are adequately supporting the continuous learning, upskilling, development and progression of our teams.
- Oversee, arrange and report on all compliance and legislative training, ensuring the right people have the right training in place and that it is up to date.



- Source and manage external training providers to design and deliver learning and development programmes, courses, and content, as required.
- Work with the Visitor Services Team and 3rd party contractors to ensure customer experience excellence right across ABBA Voyage.
- Work with our Heads of Department to produce and deliver practical training plans and activities, and identify the skills required to help futureproof and grow our business.
- Oversee and manage the learning and development budget and spending.
- Identify and create cross-functional learning and development opportunities.

ABOUT YOU:

- A proven track record of developing, budgeting, driving and delivering learning and development (L&D) strategies, programmes and initiatives (at all levels), from within the events, leisure, and/or hospitality industries.
- Demonstrable experience in designing and implementing training programmes and materials from entry level roles to management within a customer facing environment.
- A strong working knowledge and passion for setting up and running outreach/education programmes and apprenticeships.
- Experience of devising and holding face to face training sessions with confidence.
- An understanding of learning styles and ability to apply appropriate techniques to engage and support a wide variety of learners.
- The ability to take a data driven approach to analysing, evaluating, and reporting, on the effectiveness of L&D initiatives.
- A passion for working in a fast-paced environment and excited at the prospect of building your role from the ground up.
- A collaborative approach to work, ready to connect your work with the wider people strategy around EDI, culture, values, and the commercial business plan.
- A genuine passion for people and an ability to understand both your emotions and the emotions of others around you.
- Evidence of continuous professional development.

Desirable but not essential:

- A CIPD and/or "Train the Trainer" qualification or similar.
- Experience of selecting, building, launching and managing the implementation of an LMS.

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 with the subject title "Learning & Development Manager".



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.