



JOB TITLE: Deputy Box Office Manager

CONTRACT TERM: Permanent

SALARY: £35,000-£37,500

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

REPORTING TO: Box Office Manager

HOURS: Full-time

CLOSING DATE:

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 a Deputy Box Office Manager, you will collaborate with the Box Office Manager as well as Ticketing, Visitor Services and Marketing teams to deliver an unrivalled visitor experience in our state-of-the-art Arena. With internationally acclaimed music at its core, ABBA Voyage attracts visitors from all around the world, and you will play a crucial role in running the show! You must have a commercial focus with the ability to maximise income from ticket inventory and encourage upselling of the merchandise and food & beverage offerings at the Arena.

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 all areas of ABBA Voyage.
- Work closely with Ticketmaster and any other ticket agents to understand our ticketing systems, be an expert user and team trainer, ensuring awareness of system capability and functionality to deliver ticketing excellence.
- To provide an exceptional level of customer service to all people buying tickets, leading by example to ensure that the Box Office team learn best practices.
- Ensure accurate, timely and efficient reporting and reconciliation.
- To resolve any ticketing issues – actively supporting the Visitor Services team during show incomings
- 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.
- To contribute to the effective running of the day-to-day operations. Being able to work well in a small team environment and supporting the Box Office Manager

Staffing

- To share line management responsibilities with Box Office Manager
- To conduct regular monitoring of Box Office Assistants and, in conjunction with Box Office Manager, offer feedback to Box Office Assistants to ensure best practices are followed.
- Lead on additional recruitment within the Box Office team ensuring staffing levels are sufficient to cover all shift requirements.



- Deliver initial and ongoing training to all Box Office staff and operational arena staff to enhance the smooth ticket delivery and customer experience.
- To assist the Box Office Manager to document all sickness, lateness and holidays.
- To provide a rota for Box Office, arranging appropriate cover to reflect business requirements
- To communicate and ensure the implementation of current and new procedures

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.
- Experience 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.
- Ability to set and work to targets for ticket income and secondary spend on site.
- Experience managing rostering of staff and processing accurate hours for payroll.
- You like to set yourself high standards and have a keen eye for detail.
- 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 careers@abbavoyage.com with the subject title "Deputy Box Office 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.