



VISITOR SERVICES ASSISTANT

Job title: Visitor Services Assistant	
Main purpose of job: We are a world-class visitor services team working 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 supporting their visit to the show. Our visitor services team offer an outstanding welcome and are fundamental to the success of ABBA Voyage.	
Department: Visitor Services	Location: ABBA Voyage Arena: 1 Pudding Mill Lane, LONDON E15 2RU
Position reports to: Visitor Services Duty Manager	Position is responsible for: None
Contract Term: Permanent Full time : 5 Shifts (24hrs minimum) Part time: 3 Shift (15hrs minimum) per week. On Rota that include weekends, bank holidays, Christmas, New Year,	Salary: £13 per Hour
Closing Date: 30 July 2023	Ideal Start Date: August 2023

ABOUT YOU

- Be confident and have experience for dealing with visitors or customers in a leisure or hospitality environment with a confident, personable approach
- A genuine passion for exceeding visitor expectations.
- Thrive in a busy dynamic environment.
- A strong understanding of how you play your role in ensuring we create a safe public-facing environment.
- Strong verbal communication skills.
- An ability work and act calmly in an emergency
- Ideally you would have worked with large audiences
- You are able to defuse a situation with a visitor who maybe being negative or challenging.

Key roles and responsibilities

You will welcome our visitors to the Abba Arena and ensure that everyone has the best possible experience by;

- Greeting customers in the queues, scanning tickets and beginning their visit with a positive and upbeat welcome
- Directing them to their seats and around the Arena and providing information about our concert and services.
- Working in the cloakroom.
- Saying goodbye as they leave the Arena and even helping groups take an iconic picture of our arena



- Where a visitor may have an issue or be angry you will be able to help and support

You will also be responsible for the safety and safeguarding of our visitors, assisting them in emergency situations.

AVAILABILITY: Must be available for our Training and Induction periods which include weekend days, days and evenings. If successful: weekends, Bank Holidays, Christmas /New Year and occasional late finishes.

OPERATING HOURS: We have performances from Thursday to Monday (Tuesday and Wednesday rostered off)

SHIFTS:

Monday, Thursday, Friday - Shift 5pm -10:30pm – Show start: 7:45pm
Saturday Matinee - Shift 12:00 noon - 5pm – Show start: 3pm
Saturday Evening – Shift 5pm - 10:30pm – Show start: 7:45pm
Sunday Matinee – Shift 10.45am - 3:30pm – Show start: 1pm
Sunday Evening - Shift 3:30pm – 8:30pm – Show starts: 6:00pm

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 or scan our QR code and enter your details

EDI & BE YOUR BEST STATEMENTS

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.

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.