



Head of Visitor Services

| | |
|--|---|
| Job title: Head of Visitor Services | |
| Main purpose of job: As the Head of Visitor Services, you will work closely with the Head of Visitor Operations in providing exceptional leadership to the Visitor Services team. You will be experienced in developing, embedding and inspiring everyone to deliver exceptional visitor services as a key principle across all areas. You will have extensive experience working with a diverse team, be experienced in coaching and motivating teams and excel at leading by example. You will have a clear understanding of interpreting visitor feedback including surveys, reviews and visitor comments and you will support the Head of Visitor Operations in devising goals and expectations that reflect this data. ABBA Voyage is an unrivalled concert with internationally acclaimed music at its core, this concert attracts visitors from all around the world, and you will play a key role in delivering the show. | |
| Department: Visitor Operations | Location: ABBA Voyage Arena: 1 Pudding Mill Lane, LONDON E15 2RU |
| Position reports to: Head of Visitor Operations | Position is responsible for: Visitor Services Duty Managers and indirectly Visitor Assistants |
| Contract Term: Permanent | Salary: Circa £45,000 depending on experience |
| Closing Date: | Ideal Start Date: As soon as possible |

ABOUT YOU

- An experienced and confident leader with the drive, enthusiasm, and the knowledge to contribute effectively to the ongoing delivery of our Visitor Services strategy which strives to continually exceed customer expectations every day.
- A passion for training, mentoring, and developing teams that value our differences and celebrates our achievements together.
- You will be a fantastic communicator, inspiring your direct reports and the wider Visitor Service team to deliver exceptional customer service at every performance, we want to ensure every customer has an opening night experience and the public facing teams are an integral part of this.
- You have a confident, outgoing, personable approach and thrive on working in a busy high-profile environment.
- Knowledge and experience of best practice when working with visitors and team members with access or any additional requirements, with the confidence to embed Equity, Diversity, and Inclusion at the heart of all we do.
- You will be skilled in connecting with people at all levels of the organisation and with a wide range of audiences, you will have a collaborative approach, adept at influencing and managing stakeholder relationships and have the confidence to resolve any staff or customer service issues within agreed parameters.
- Experienced in emergency situation management, confident in your decision making and able to lead and coach on this subject.
- A strong understanding of health and safety in public-facing environments.
- Take a proactive solution focused approach to problem-solving.
- Strong written and verbal communication skills, with the confidence to connect with large teams.



- Proficient with IT software including Microsoft office, especially Excel and Word, rostering software, and an aptitude for learning new systems.
- Flexibility to work weekends and evenings, as you will want to lead your teams at our busiest times.

Key roles and responsibilities

Staff Leadership and Management

- Working with the Head of Visitor Operations you will have a key role in setting the customer service principles and demonstrate these principles at all times to ensure they are delivered by all team members.
- Working to bring and maintain cohesion within the Visitor Services management team and develop a strategy to address any drops in service using coaching and leadership tools.
- Support the Head of Visitor Operations in developing the Visitor Services management team to deliver best in class leadership that is reflected in the line management and development of their teams.
- You will take lead on delivering a roster and roster pattern that supports the needs of the business and team members.
- Regularly review systems and practices to ensure that we maintain a safe and efficient service.
- Review current team onboarding and training schedules, ensuring all compliance training is covered and identify opportunities to upskill team members.
- Take ownership of project or departmental budgets as directed by the Head of Visitor Operations.
- Work in partnership with the People team to upskill line managers to confidently deal with employment relationship issues or disciplinary matters.

Show presentation and safety management

- You will work, on a roster pattern, as the Visitor Service Bronze controller for the arena, leading the visitor facing teams.
- You will be confident in leading the arena briefing, team briefing and contractor briefing.
- Work with radio communications and incident reporting software and other Office software products to report on the show shift.
- Lead the Visitor Services Duty Managers to ensure that they are delivering, best in class visitor services, whether in person or in any subsequent written communication.
- Identify and rectify any issues when on shift, working with the Security Duty Manager and other onsite contractors to ensure a seamless experience across all elements of the ABBA Arena.
- Have a keen eye for presentation, ensuring that our visitors have an overwhelmingly positive experience delivered through our teams and contractors.
- Where our visitors raise a comment or complaint post show, you will work alongside our Box Office team to ensure a suitable investigation and response. There should be a program of regular reviews of our responses to ensure that they are timely, accurate and ensure, where possible there is a positive outcome.
- Using post show survey data, online reviews and other information we will maintain an understanding of visitor sentiment that will inform our visitor service strategy. We will use this to build training requirements and goal setting.
- Alongside the Head of Visitor Operations, develop the written Welcome and Presentation framework. This framework will be integrated in all training, monitoring and management of visitor facing team members including our contractors.
- Support the Head of Visitor Operations to build and deliver a Bronze Control framework to train, support and review the Visitor Services Duty Managers.



- Working with a Gold, Silver, Bronze command structure you will have a calm approach to emergency situations which focuses on resolution and limits disruption to the show and the visitor experience.

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 are 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.

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 do not 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.