



JOB TITLE: Learning and Development Manager

CONTRACT TERM: Permanent

LOCATION: Central London Office and ABBA Voyage Arena

REPORTING TO: 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 People Director to develop and implement an industry leading learning and development offering. This is a delivery focused, 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. A robust internal L&D strategy that our teams engage with; inducting new starters; developing careers; and ensuring we offer an unparalleled customer experience.
2. An exciting outreach education programme within the local community, including career workshops, summer schools, apprenticeships and mentorship programmes.

KEY ROLES AND RESPONSIBILITIES:

- Revolutionise training by managing and building the learning management system (LMS) with custom content which inducts, develops and informs.
- Collaborate with the People Director to develop a comprehensive and costed end-to-end learning and development strategy for ABBA Voyage.
- Launch outreach education programmes with EAST EDUCATION, including workshops, summer schools, apprenticeships and mentorship programmes
- Champion and drive forward future initiatives with relevant local partners including the Good Growth Hub and local council.



- Launch the apprenticeship levy and work with partners to strategically implement the right programmes.
- Partner with line managers to identify and ensure learning and development objectives are being met, including continuous learning, upskilling, development and progression of teams.
- Oversee, arrange and report on compliance training, ensuring the right people have the right training in place, and manage external training providers as needed.
- Create practical training plans with department heads to futureproof and grow the business.
- Oversee and manage the learning and development budget and spending.
- Identify and create cross-functional learning and development opportunities.
- Collaborate with the marketing team to produce internal content that will inspire, educate, and energise our workforce.

ABOUT YOU:

- Proven experience developing and delivering learning and development strategies, programmes and initiatives (at all levels), within the events, leisure, and/or hospitality industries.
- Experience designing and implementing training programmes for all levels within a customer facing environment.
- Proven track record in nurturing and advancing diverse talent, from hourly to salaried employees.
- Expertise in outreach/education programmes and apprenticeships.
- Confidence in leading face-to-face training and engaging diverse learners.
- Data-driven approach to evaluating learning and development initiatives.
- Working knowledge and understanding of Power BI
- Well-versed in Articulate or similar
- A passion for working in a fast-paced environment and excited at the prospect of taking full L&D ownership.
- 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.

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, and discount tickets and Oceanbird Lounger access
- Health Care Cash Plan, EAP and retail discounts

HOW TO APPLY:

Please send an up-to-date CV to jobs@abbavoyage.com with the subject title "Learning and Development Manager".



OUR VALUES

Brave & Respectful

We take great pride in ourselves and what we do. We deliver our very best for each other, our guests, our partners and our community. We create value, but not at any cost, so we're never cheap and never greedy. We think it's better to try and sometimes fail, than not try at all. We make decisions based on what we believe is the right thing to do, to ensure we make a positive impact and truly represent ABBA.

Better Together

We believe in welcoming people just as they are – unique human beings – and accepting them with open minds. We know it takes every one of us to create the ABBA Voyage experience, which is why no one's more important than the other. We expect everyone to make each other feel seen and appreciated, and work as a collective. It's the shared connections and sense of togetherness we build that makes ABBA Voyage such a meaningful communal experience.

Like No Other

We are passionate about always moving forwards and going beyond expectations – our own, our company's, our audience's, our communities' – to be part of something you can't quite put into words. We see any challenge as an opportunity to learn, to try new things, and to inspire and make a difference. There's a magic about ABBA Voyage that is achieved by using our imagination to make all our interactions extraordinary.

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.