



JOB TITLE: Security Operations Team Leader

CONTRACT TERM: Permanent

SALARY: £35,000

LOCATION: ABBA Arena, 1 Pudding Mill Lane, LONDON, E15 2RU

REPORTING TO: Security Operations Manager

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 [here!](#)

ROLE OVERVIEW:

This role will work with a peer-level group of three Security Operations Team Leaders to ensure the effective day-to-day management and support of a dedicated team of contracted 24hr Control Room Operations staff.

Working primarily in the Control Room, the Security Shift Leaders will ensure that the Control Room team effectively deliver all Control Room functions, including the fire-safety and CCTV Systems 'housed' in the Control Room, to ensure a safe and secure 24/7 Arena at all times. Whilst the control room is staffed 24/7 these roles will only work primarily 8am to 8pm on non-show days and then to the end of shows on show dates. This is indicative of the role at this moment but could be subject to change.

During show hours, the Security Operations Team Leader will work closely with the Arena Duty Manager, to ensure that the Control Room team effectively undertakes all safety and security checking procedures, before, during and after a 'show' and respond to all requests for Control Room support, in the event of an incident.

This role will also assume the responsibility of a 'Bronze' control commander that primarily ensures that the Control Room properly records all incidents, including all relevant documentation and CCTV footage as appropriate and in a timely fashion.

This role will develop an understanding of our security control systems, currently Accredited-Solutions and We-Track.

KEY ROLES AND RESPONSIBILITIES:

Team Leader Responsibilities

- Lead, manage and support a small team of Control Room Operations staff, to ensure the effective daily delivery of Control Room operations, including fire-safety and security system provision, in addition to supporting the Security Provider with all relevant staff management procedures.
- In collaboration with the wider Visitor Operations management team, ensure that all Control Room procedures, related to the security of the Arena 24/7 are always implemented and maintained effectively.
- During show, work closely with the Arena Duty Manager, to manage the delivery of a safe and secure Arena and ensure that all audience security and safety checking procedures, before, during and after shows are followed effectively by the Control Room and wider Security team.
- Support the Security Operations Manager with the effective implementation of the *Security Delivery Plan* and further identify any further ongoing improvements that support an improved delivery of Control Room functions.
- Ensure that the Control Room remains effectively staffed at all times working with our contractor to understand their deployment roster on a weekly basis.



- In collaboration with the Security Provider undertake periodic performance reviews, to ensure that staff feel supported and are performing to the best of their ability.
- Ensure that all staff performance management issues are reported to both the Security Operations Manager and the Security Provider to ensure that issues are dealt with effectively and in a timely fashion.
- Ensure that lost property recording/ disposal and staff accreditation procedures are effectively completed to the highest standards, in a timely fashion, so that all issues can be dealt with in a supportive, effective and timely fashion.
- Ensure the timely reporting of illegal confiscated objects with the police and ensure correct disposal with them.
- Further support the Security Operations Manager with the drafting of reports and other administrative tasks as requested.
- You will have responsibility for certain budgets relevant to the Control Room and as directed by the Security Operations Manager.
- During an incident, take responsibility for being a *Bronze Commander*, supporting the Arena Duty Manager throughout the duration and to conclusion of an incident.
- Ensure that during an incident, all Incident Control Procedures are followed by the Control Room team, including the drafting of Incident Reports, CCTV recording procedures, as requested by the Arena Duty Manager; for the compilation of Day Pack Folders.
- Ensure that the Control Room communicates effectively including with all internal and external stakeholders, which may include key members of staff and the emergency services in the event of a serious incident.

Compliance and Training Responsibilities

- Ensure that all Control Room staff are effectively trained in the delivery of all Control Room based safety and security systems, including the Fire Panel and CCTV Camera operations.
- In collaboration with the Contract Security Provider, ensure that all training records and mandatory SIA licenses are effectively recorded and remain 'in-date' at all times.
- Ensure that all compliance procedures are followed by Control Room staff with regards to the use of CCTV Systems, including the recording and dissemination of footage and these activities remain within the provision of the General Data Protection Regulation (GDPR).
- Act as a coach for all Control Room staff, to support them with ongoing development as new procedures are implemented into the Control Room.

Communication and Stakeholder Responsibilities

- You must have strong written and verbal communication skills, alongside the ability to use relevant computer software programmes to draft relevant departmental and incident reports in a timely fashion.
- Possess strong internal stakeholder skills that encourage strong working relationships, particularly with key colleagues who support critical systems in the Control Room.
- Possess strong stakeholder skills with a view to adopt a 'partnership' approach, with all third-party contract providers, that encourages a strong set of working relationships and a collaborative approach at all times.

ABOUT YOU:

- You will have a strong understanding of the functions delivered by a Control Room and how those functions support the safety and security of an Arena environment.
- The ability to support the Security Operations Manager with managing agreed KPI's with the Security Contract Provider, to ensure an effective and compliant 24hr Control Room environment at all times.
- Possess strong stakeholder skills, with the ability to support a 'partnership' approach, when working with all third-party contract providers.
- A strong understanding of relevant SIA licenses required to maintain compliance standards and relevant security legislation for a 24hr Security Control Room environment.
- A strong understanding of the challenges involved with managing, supporting and rostering a dedicated 24hr Control Room team.
- Experience of working in an environment with audiences, ABBA Arena welcomes 3000 visitors per show.



- It is desirable that you have an NVQ3 or that you are able to demonstrate equivalent work-related experience to effectively undertake the role of a Security Shift Leader.
- A passion for working with audiences and for keeping those around you safe and secure.
- The ability to remain calm and decisive during an incident and to be able to assume the responsibility of a Bronze Commander.

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 discounted tickets and Oceanbird Lounge access
- 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.

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.