



JOB TITLE: Visitor Assistant

CONTRACT TERM: Permanent

SALARY: £13.50

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

REPORTING TO: Visitor Services Team Leader

HOURS: Minimum of 15hrs per week (3 shows) or Minimum of 25hrs per week (5 shows)

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 [here!](#)

ROLE OVERVIEW:

This is a vital role in the Visitor Operations team, the Visitor Assistant team provide our customers with incredible service from the moment they arrive at the ABBA Arena through to their departure. Visitor Assistants will provide queue management, scanning and entry routines, cloakroom functions, auditorium navigation, show interaction and importantly emergency evacuation support.

KEY ROLES AND RESPONSIBILITIES:

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.

- Ensure that every customer experiences an opening night level of customer service. Demonstrating a passion to deliver industry leading customer experience.
- Scanning tickets using scanning equipment, ensuring that each customer has the correct ticket for entry.
- Work in and around fast-moving queues ensuring customers are directed to the correct part of the ABBA Arena.
- Ensure that wristbands and other items are correctly issued.
- Be confident in dealing with customer complaints and conflict, understanding when to escalate to other team members. You will be able to deal with minor customer infractions such as photography, customers directed to wrong seats or minor complaints about service.
- Work will be mainly in a concert auditorium setting engaging with audiences throughout.
- Have the confidence to undertake an evacuation of 3000 customers from the arena in emergency situations.
- Confidently direct large volumes of customers on ingress and egress being loud and commanding when needed.
- This role will be expected to support the no photography requirement by holding signage in front of the audience.
- Energise the audience with clapping, waving and other minor dance moments. You will be confident in working with audiences.
- As part of the farewell processes team members will be confident in helping customers taking selfies and group photographs. As well as being confident in say goodbye.
- Working in a busy cloakroom environment being accurate and methodical but also being able to work at speed.
- This role works internally and externally in all weather conditions, whilst uniform is provided you will have to be comfortable working in all environmental conditions.
- Work with audience members who may have accessible needs.
- Have an eye for detail and understand the security responsibilities you will have in a public environment.



ABOUT YOU:

- ABBA Arena welcomes 3000 visitors per show, so you must thrive on working in a busy public environment.
- You must be able to deliver an opening night experience to all our visitors each show. You will be able to bring the joy of ABBA to our customers each and every show.
- You must have a passion for working with audiences and will be confident to deal face to face with our audience members.
- Experienced in dealing with complaints from customers in a face-to-face environment.
- An ability to work evenings currently Thursday to Monday as well as full and part days on weekends. All contracts have an expectation of working both weekdays and weekends. Show days are subject to change and additional shows will be added throughout the year.
- The post holders will work Bank Holidays, including Christmas and New Year as the business requires and there will be limited annual leave around these days.
- A passion for working with audiences and an understanding that some duties will require you to be visible in front of our large audiences, such as displaying signage or low-level interaction moments such as waving, dancing and clapping.
- Ability to keep calm under pressure in crisis situations.
- A good understanding of and ability to deliver Access requirements for visitors.

WHAT'S IN IT FOR YOU:

- The opportunity to be part of a revolutionary concert.
- Competitive salary and bonus scheme
- 6% matching pension contributions
- Up to 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 careers@abbavoyage.com

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.