



**JOB TITLE:** Audience Safety Duty Manager

**CONTRACT TERM:** Permanent

**SALARY:** circa £35,000

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

**REPORTING TO:** Security Operations Manager

**HOURS:** Full-time

**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:**

Audience Safety Duty Manager is a key member of the Leadership Team within Visitor Operations, responsible for overseeing the day-to-day security and safety operations of the ABBA Arena. This role ensures the smooth operation of Control Room functions and supports the Security Operations Manager in delivering show security through our contracted provider.

Working across both areas, they will lead and support Control Room team members to deliver safety and security functions, including control systems such as fire panel, CCTV systems and accreditation and more. The post holder will ensure that all safety and security checks are conducted effectively before, during, and after shows, responding to incident support requests as required.

Audience Safety Duty Manager is one of the Bronze commanders and will lead the crisis management within the control room. Ensuring clear communication with the Silver Commander, where needed emergency services, and other key stakeholders. They will oversee the documentation of incidents, including CCTV footage and reports, ensuring all actions are completed in a timely manner.

Operating at the ABBA Arena, the post holder will motivate and empower their teams to deliver industry-leading customer service at every show, to everyone, while maintaining a safe and secure environment. In addition to overseeing safety and security operations, the Audience Safety Duty Manager will assist with customer recovery, including incident handling and ejections when needed, ensuring that all team members and visitors are treated with respect and professionalism.

#### **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.*

- Be a role model and drive the departmental vision of delivering industry-leading customer service by being visible within the Arena.
- Lead and manage a small team of Control Room contracted staff to ensure the effective daily delivery of safety and security operations.
- Collaborate with the wider Visitor Operations management team to support both front-of-house and Control Room functions. Ensuring all safety and security checks are completed before, during, and after shows.
- As one of the Bronze commanders within the arena the primary focus will be on delivering security and safety of our audiences, staff, contractors, and ability to attend incident within the arena footprint.



- Work alongside Arena Duty Managers and Visitor Services Team Leaders to assist with complaints and ejections, ensuring respectful and professional treatment of all team members and visitors.
- Co-ordinate with the Security Provider to assist periodic performance reviews, ensuring staff feel supported and perform effectively whilst being managed through the contract provider.
- Ensure timely completion of lost property recording, staff accreditation, and lawful disposal of confiscated illegal objects.
- Deliver targeted training and ongoing coaching to Control Room staff and the wider security and multiple front of house teams, supporting their professional development and enhancing performance standards.
- Ensure all personnel are fully trained in the requirement of their role from induction and their time with the business.
- An understanding data protection regulation and how they apply to control function such as CCTV.
- Collaborate with the security provider to ensure effective staffing of the Control Room and wider security teams maintaining oversight of weekly deployment rosters and working with set budgets.
- Provide comprehensive support to the Security Operations Manager across a range of responsibilities, including report drafting, administrative duties, and budget management.
- Assist in the implementation of new procedures, contribute to the delivery of the Security Delivery Plan, and help identify opportunities to enhance the effectiveness of Control Room operations.
- Being competent in the use of word, excel and other computer system as the role has a large administrative element.
- The role will be responsible for post incident investigate including CCTV review, incident report review and other source of information such as customer compliant emails and therefore must be able to competency write incident summary that shared with customers and the wide business.

#### ABOUT YOU:

- A confident leader with experience managing and motivating diverse teams to deliver industry-leading customer service in busy, public-facing environments.
- A strong understanding of Control Room functions and how they support the safety and security of a 24/7 Arena environment.
- Demonstrates a passion for collaborating with audiences, ensuring their safety and security, thriving in the unique, fast-paced environment of the ABBA Arena.
- Comfortable holding difficult conversations and fostering a culture of open, honest, and continuous feedback to drive performance.
- Calm and decisive under pressure, with proven experience managing large audiences during emergency situations, displaying a measured and composed approach.
- An effective communicator with strong influencing skills, able to inspire and empower teams while maintaining professionalism.
- An expert in de-escalating customer complaints and face-to-face conflict, role-modelling effective problem-solving techniques to the team.
- Adaptable to the demands of a business operating during bank holidays, Christmas, New Year, and late nights, effectively managing associated pressures.
- A creative analytical person, confident in identifying service gaps and engaging teams to drive service improvements.
- Experience supporting or managing third-party contract providers, with the ability to collaborate in a 'partnership' approach.
- Confident in supporting the Security Operations Manager with managing KPIs with the Security Contract Provider, ensuring effective and compliant Control Room operations.
- A good understanding of relevant SIA licences, security legislation, and compliance standards for a 24/7 Security Control Room environment.
- Desirable: SIA licences and/or NVQ3 qualification, or equivalent work-related experience.

#### 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](mailto: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](mailto:peopleteam@abbavoyage.com) to let us know how we can support you.