



BOX OFFICE ASSISTANT

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| Job title: Box Office Assistant | |
| Main purpose of job: <p>As part of the Box Office team, you will work with venue management to create an unrivalled visitor experience in a brand-new state of the art arena. With internationally acclaimed music at its core, this concert will attract visitors from all around the world, and you will play a key role in running the show!</p> <p>This is a rare opportunity to be part of something right from the beginning and really make your mark. So, if you're looking for the chance to learn new skills and take your career to the next level, we would love to hear from you!</p> | |
| Department: Box Office | Location: ABBA Voyage Arena: 1 Pudding Mill Lane, LONDON E15 2RU |
| Position reports to: Assistant Box Office Manager | Position is responsible for: N/A |
| Contract Term: Part time, must be able to work regular weekends. | Salary: £14.50p/h |

ABOUT YOU

- Experience of working with different ticketing platforms in music or theatre.
- A genuine passion for exceeding visitor expectations.
- Thrive on working in a busy changing environment with a confident, personable approach.
- Good knowledge of industry regulations including GDPR.
- Take a proactive solution focused approach to problem-solving and able to offer resolutions to ticket related issues or escalate where appropriate.
- Set yourself high standards and have a keen eye for detail.
- Strong written English and verbal communication skills.
- Proficient with IT software including Microsoft office, especially Excel and Word.
- Flexible and able to work weekend and evenings

DESIRABLE BUT NOT ESSENTIAL – any of the following would be advantageous:

- Knowledge of Ticketmaster systems.
- Knowledge of technology to support ease of access for all visitors.



Key roles and responsibilities

- Work at the box office at the ABBA Arena during the ingoing concert ensuring excellent customer service.
- Work closely with the Box Office management team to understand our ticketing system, ensuring awareness of system capability and functionality to deliver ticketing excellence.
- Responsible for any card transactions at the box office.
- Work with the management team on reconciliations at the end of each shift.
- Take a proactive solution focused approach to problem-solving with the ability and confidence to offer resolutions to ticket related issues and escalate where necessary.
- Work closely with Box Office manage team to ensure the pertinent daily concert information including access bookings is understood clearly to ensure the highest standard of visitor experience is delivered by all teams.
- Sell tickets and assist customers with their ticketing needs, both in person and via email
- Respond to customer inquiries via email, providing accurate and timely information regarding performance information, tickets, and venue policies
- Process ticket reservations and exchanges, ensuring accuracy and attention to detail
- Attend and proactively support informative daily briefings with all teams.
- Ensure you are fully conversant with equipment used by the Team including radios, scanners, mobile devices, and any other appropriate materials.

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 the show.

HOW TO APPLY

Please read the full job description carefully and if you're 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.

Kindly note that if you have applied for this position within the past year and were not shortlisted, we will not consider your application.

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.