



JOB TITLE: Box Office Assistant

CONTRACT TERM: Permanent

SALARY: £14,94ph

LOCATION: ABBA Arena

REPORTING TO: Assistant Box Office Manager

HOURS: Part time, must be able to work regular weekends

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:

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! 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!

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

ABOUT YOU:



- Experience of working with different ticketing platforms in music or theatre.
- A genuine passion for exceeding visitor expectations.
- Thrive 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 AXS systems
- Knowledge of technology to support ease of access for all 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
- 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

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

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.