



JOB TITLE: Ticketing Coordinator

CONTRACT TERM: Permanent

SALARY: £30,000

LOCATION: ABBA Arena/Head Office (central London)

REPORTING TO: Assistant Ticketing Manager

HOURS: Full-time

ABOUT US:

ABBA Voyage is a concert like no other, blending cutting-edge creativity, 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:

ABBA Voyage London is seeking a Ticketing Coordinator, to form a vital part of the Sales and Ticketing team, ensuring the smooth operation of all ticketing and sales processes for this exclusive concert event. Bringing to the role a basic understanding of entertainment ticketing, strong numeracy skills and a keen attention to detail, the successful candidate will also have demonstrated an ability to work diligently and independently as part of a dynamic and experienced team. They will be self-motivated and energetic, and enjoy working in a fast-paced and exciting organisation. They will be keen to learn, eager to grow, and determined to play a role in the live entertainment industry.

KEY ROLES AND RESPONSIBILITIES:

- Monitor ticket availability and pricing across all sales channels, managing inventory between multiple systems when necessary
- Assist with requests for house seats, corporate and group bookings when required, making sure this allocation is used effectively and within the parameters set by management
- Support the Sales and Ticketing team in building and checking the set-up and on-sale for new booking periods and offers
- Monitor sales at a per-performance level, seeking to identify opportunities and challenges, and bringing these to management for agreement and action
- Act as a vital point of contact for the Commercial Team for ticketing agents, partners and collaborators. Work to fulfil their needs to ensure all sales channels are maximised, motivated and on-brand
- Update ticketing pages of the ABBA Voyage website when necessary, including adding and removing upsells and making sure availability messaging is accurate and up to date
- Collaborate with the Groups, Box Office and Guest Experience teams to release any unused holds in a timely fashion
- Assist with enquiries regarding booking through our staff ticket and OTA portal, ensuring tickets and upsells are accessed in accordance with established terms and conditions
- Work closely with the finance team to chase any unpaid ticketing invoices when required
- Provide administrative and ticketing support to the ABBA Arena Box Office team, including assisting with allocation pay ins and mark backs as well as supporting around special events and activities such as schools concerts and anniversary shows
- Monitor the ABBA Voyage ticketing inbox
- Champion change both within the ABBA Voyage organisation and its sales partners, always looking for opportunities to improve processes and procedures



ABOUT YOU:

- An exceptional level of attention to detail
- Passion for live entertainment and an understanding of how consumers engage with the industry
- An ability to demonstrate a methodical and organised working approach
- Skilled in Excel, and an eagerness to grow these skills further
- Demonstrable numeracy skills, including ability to analyse and interpret data
- A determination to play an active and growing role in live entertainment
- Ability to deliver an exceptional level of customer service
- Knowledge of and experience on AXS ticketing system an advantage
- An understanding of all major ticket agents an advantage

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
- 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

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.