



JOB TITLE: Customer Experience Manager

CONTRACT TERM: Permanent

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

REPORTING TO: Deputy Head of Visitor Operations

HOURS: Full-time

CLOSING DATE: 5th December 2025

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:

The Customer Experience Manager is a key leader within the Visitor Operations Team, pivotal in ensuring industry-leading customer service at every show. Delivering an exceptional visitor experience is at the heart of this role and Customer Experience Managers inspire and empower teams to consistently uphold the highest standards while maintaining a strong focus on safety and operational excellence.

The role combines leadership, operational oversight and specialist responsibilities. Customer Experience Managers develop and guide Visitor Operations teams, ensuring every visitor receives outstanding service at every show without compromise. During show hours they work across both Front of House and the Control Room, operating as Arena Duty Manager to oversee live arena operations and as Control Room Duty Manager to manage critical systems including the fire panel and CCTV, responding to incidents to ensure audience safety, compliance and seamless service.

Outside of show hours they undertake administrative duties and lead a specialist workstream - Roster & Complaints, Training & Standards or Audience & Auditorium - while upholding responsibility for safety, security and exceptional customer service across all areas of their role.

As Bronze Commander they lead front of house and audience safety operations during any crisis, maintaining calm and clear communication with the onsite Silver Commander and supporting the Security Operations Manager with performance, incident management and team development.

Working on a rotational schedule, Customer Experience Managers cover core show evenings (Wednesday to Sunday), support contracted Control Room teams and balance operational and administrative responsibilities to ensure consistent coverage across live operations and planning. As the role is aligned with show delivery, the majority of work will be undertaken during evenings and weekends.

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.



Industry Leading Customer Service

- Drive the department's vision of delivering industry-leading customer service at every show by being proactive and visible within the Arena.
- Act as a role model, embodying the ABBA Voyage values and inspiring teams to uphold exceptional standards.
- Champion inclusivity by ensuring every visitor and team member feels recognised, respected, and welcomed.
- Support Team Leaders and SIA Supervisors with customer complaints, service recoveries, and ejections, ensuring all interactions remain respectful and professional.
- Lead monthly CSAT (Customer Satisfaction) reviews with subcontractors, identifying trends and leading initiatives to enhance the visitor experience.
- Design and deliver impactful customer service training programmes, embedding a culture of continuous improvement.

Safety, Security & Operations

- Act as Bronze Commander in crisis situations, maintaining calm and clear communication with the Silver Commander.
- Lead Control Room operations during shows, overseeing the fire panel, CCTV and lost property and directing incident management to ensure safety and compliance in close partnership with the Security Operations Manager.
- Be trained to read, relay and report fire panel information to the Silver Commander and Front of House Arena Duty Manager during emergency situations.
- Oversee operational issues affecting staff, visitors and the Arena, ensuring they are resolved effectively and escalated when required.
- Lead post-incident reviews, including CCTV analysis, embedding actions and learnings to drive continuous improvement.

Leadership & People Development

- Lead and empower Visitor Operations teams including direct oversight of Visitor Assistants, driving performance, engagement and operational excellence.
- Coach, mentor, and develop staff through one-to-ones, goal reviews and targeted training to support career progression.
- Provide guidance to Team Leaders on disciplinary, grievance and conflict resolution matters, ensuring fair and professional outcomes.
- Deliver ongoing coaching and learning initiatives to strengthen team capability, compliance, and growth.

ABOUT YOU:

- A customer champion who is confident managing and motivating diverse teams to deliver industry-leading customer service in a busy public-facing environment.
- A confident coach who can hold difficult conversations and inspire their team in an open and honest environment, fostering a culture of continuous 360° feedback to drive performance.
- Values diversity and creates an inclusive environment where everyone feels seen, respected and able to thrive.
- Finds motivation and joy in working in a unique and dynamic environment that welcomes 3,000 visitors per show.
- Calm and composed when managing large audiences during emergency situations, demonstrating clear judgement under pressure while addressing multiple demands within tight time constraints.
- An effective communicator with a strong ability to influence, encourage and inspire others.
- Skilled in de-escalating customer complaints and resolving face-to-face conflict with professionalism and empathy.
- Confident in managing team performance in line with HR policies, including grievance and disciplinary processes when required.



- Possesses a good working knowledge of rosters and rostering software (currently Deputy) and is confident using Microsoft Office applications such as Excel and Word.
- Comfortable working during bank holidays, Christmas, New Year and late nights, managing the associated pressures while supporting teams to do the same.
- Understands that training is key to continually improving standards and has the ability to lead both formal and informal training sessions.
- Demonstrates confidence in identifying service gaps and creativity in engaging teams to drive improvements.
- CCTV licensing is desirable but not essential, as training will be provided for the right candidate.

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

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 to let us know how we can support you.