



**JOB TITLE:** Assistant Ticketing Manager

**CONTRACT TERM:** Permanent

**LOCATION:** ABBA Arena/Head Office (central London)

**REPORTING TO:** Senior 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:**

We are seeking a dynamic and passionate ticketing professional to join the Sales and Ticketing team at ABBA Voyage London. The Assistant Ticketing Manager will be responsible for managing the relationship with our primary ticketing provider and ticket agents, ensuring smooth day-to-day operations and effective communication. The ideal candidate will play a vital role in maintaining current and new API integrations as well as monitoring and reporting on ticket sales.

### **KEY ROLES AND RESPONSIBILITIES:**

- Assist in managing the Sales and Ticketing function for ABBA Voyage London, overseeing detailed management of inventory and sales reporting
- Manage the Ticketing Coordinator/s, including learning, development and ongoing appraisal to ensure that the needs of both individuals and the business are met
- Assist the Senior Ticketing Manager with event and offer builds in our ticketing system AXS
- Gain a deep understanding of our existing relationships with ticketing agents and providers, ensuring smooth communication and procedures for API connections and allocations
- Work on continually analysing availability, rate of sale and pricing to determine the maximum effectiveness of available inventory
- Monitor sales at a per-performance level, seeking to identify opportunities and challenges and produce reports of sales when necessary
- Work closely with the venue Box Office and Guest Experience teams, ensuring smooth communication between Head Office and Arena teams
- Collaborate with the Marketing and Operations teams to book allocations and manage guest lists for special events and additional performances, such as schools concerts and anniversaries
- Oversee the successful distribution and redemption of tickets issued through our OTA and staff ticket portal, ensuring tickets and upsells are accessed in accordance with established terms and conditions
- Champion change both within the ABBA Voyage organisation and its sales partners, always looking for opportunities to improve processes and procedures
- Take an interest in the broader business, and understanding the Sales and Ticketing team's contribution

### **ABOUT YOU:**

- Passion for live entertainment



- An exceptional level of attention to detail
- Strong organisational and project management skills
- Skilled in Excel with demonstrable numeracy skills, including ability to analyse and interpret data
- Proactive attitude and strong communication skills
- Knowledge of and experience on AXS system an advantage
- An understanding of all major ticket agents an advantage
- Adapt and thrive in a changing environment

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