



JOB TITLE: Assistant Box Office Manager

CONTRACT TERM: Permanent

LOCATION: ABBA Voyage Arena

REPORTING TO: Box Office Manager

HOURS: Full-time

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: <https://www.instagram.com/p/CghOCTIDdy3/>

ROLE OVERVIEW:

As one of the Assistant Box Office Managers, you will collaborate with the Box Office Manager as well as Marketing, Ticketing and Visitor Services teams to deliver an unrivalled visitor experience in our state-of-the-art Arena. With internationally acclaimed music at its core, ABBA Voyage attracts visitors from all around the world, and you will play a crucial role in running the show! You must have a commercial focus with the ability to maximise income from ticket inventory and encourage upselling of the merchandise and food & beverage offerings at the Arena.

KEY ROLES AND RESPONSIBILITIES:

- Support the day-to-day ticketing functions at the ABBA Arena ensuring high-performing ticketing and customer service, maximising the revenue across all areas of ABBA Voyage.
- Work closely with AXS and any other ticket agents to understand our ticketing systems, be an expert user and team trainer, ensuring awareness of system capability and functionality to deliver ticketing excellence.
- Ensure accurate, timely and efficient reporting and reconciliation.
- Attend regular venue meetings as required to share status updates on sales and customer issues, and to gain a broader understanding of campaign activity and challenges.
- Lead from the front and take a proactive solution focused approach to problem-solving with the ability and confidence to offer resolutions to ticket related issues.
- Champion accessibility, inclusion, and visitor care, ensuring Box Office services meet diverse visitor needs.
- Keep up to date with current trends to ensure best practice in ticketing operations including GDPR.

Staffing

- Coordinate daily staffing and rota management for the Box Office, addressing any staff sickness or short notice requests for support from other teams and escalating staffing level issues to the Visitor Services Management team.
- Plan and deliver motivating and informative daily briefings to Box Office Assistants, enabling them to deliver the best service to visitors.
- Monitor and address staff lateness, absence, appearance, attitude and performance.
- Provide any other support required and step-up support to cover the Box Office department's essential duties.



- Support recruitment, onboarding, and training of Box Office Assistants, including coaching and development.
- Conduct 1-2-1's, performance reviews, and informal feedback, contributing to team development and succession planning.
- Promote staff wellbeing and a positive, inclusive working culture.
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ABOUT YOU:

- Excellent knowledge of managing ticketing platforms in music or theatre venues with the ability to grasp new information quickly.
- Confident in managing diverse teams in busy public-facing environments.
- A genuine passion for exceeding visitor expectations.
- Thrive on working in a busy changing environment with a confident, personable approach.
- Excellent knowledge of industry regulations including GDPR.
- Experience in delivering accurate reports.
- Interest in ticketing and audiences with a focus on latest developments in new technologies.
- A passion for mentoring and leading from the front.
- Ability to set and work to targets for ticket income and secondary spend on site.
- Experience managing rostering of staff and processing accurate hours for payroll.
- You like to set yourself high standards and have a keen eye for detail.
- Proficient with IT software including Microsoft office, especially Excel and Word.

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 with the subject title "Assistant Box Office Manager".

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.