



**JOB TITLE:** Box Office Supervisor

**CONTRACT TERM:** Permanent

**SALARY:** 32,000

**LOCATION:** ABBA Arena

**REPORTING TO:** Assistant 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 [here!](#)**

#### **ROLE OVERVIEW:**

We are looking to expand and support the Box Office and Guest Experience management at the ABBA Arena, You will work with Box Office management and Guest Experience 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 closely with the Box Office management team to understand our ticketing system, ensuring awareness of system capability and functionality to deliver ticketing excellence.
- 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.
- Support the Box Office assistants to deliver a smooth incoming.
- Provide accurate ticket sales reporting.
- Support management in the development, training, and performance improvement of the box office team.
- Provide on-the-job coaching and foster a positive, collaborative team environment.
- Assist in managing staffing coverage, including stepping in to cover shifts during staff shortages due to illness or other absences.
- Take a proactive solution focused approach to problem-solving with the ability and confidence to offer resolutions to ticket related issues.
- Attend essential internal meetings or briefings in the absence of the box office or venue management team.
- Handle customer inquiries, complaints, refunds, and escalations in a professional and timely manner.
- Support Guest Experience to secure and book tickets for our most valued guests.

#### **ABOUT YOU:**

- A genuine passion for exceeding visitor expectations.
- Experience with working in Box Office and using ticketing systems, ideally AXS
- 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.
- Flexible with working weekends and weekdays

*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 and all ticketing.*