



**JOB TITLE:** Group Sales Coordinator

**CONTRACT TERM:** Permanent

**SALARY:** £30,000

**LOCATION:** Central London and ABBA Arena

**REPORTING TO:** Group Sales Assistant 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:**

The Group Sales Coordinator forms a vital part of the Sales and Ticketing Team, ensuring the smooth operation of all ticketing and sales processes. With a particular focus on supporting the Group Sales Assistant Manager to process group sales, this is a hands-on role that requires strong attention to detail and the ability to prioritise.

#### **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.*

- Assist the Group Sales Assistant Manager with the day to day running of a busy group sales department, creating reservations, confirming bookings and releasing inventory as required
- Be a primary point of contact for key group sales clients, delivering excellent customer service in a timely manner.
- Take responsibility for chasing due reservations
- Confidently represent ABBA Voyage at trade events and conferences (some travel may be required)
- Support the Guest Experience team in booking large corporate groups, upselling hospitality and premium experiences where appropriate
- Assist the Travel Trade Manager with ad-hoc ticketing requests
- Provide administrative and ticketing support to the ABBA Arena's box office team, supporting special events and activities as necessary
- Champion change within ABBA Voyage, looking for opportunities to improve processes and procedures.

#### **ABOUT YOU:**

- You have a passion for live entertainment and an understanding of how consumers engage with the arts
- Working knowledge of the ticketing industry, or the travel trade and tourism industry.
- Experience with ticketing systems
- Strong skills with Microsoft Excel
- Confident dealing with stakeholders of all levels

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