



**JOB TITLE:** Security Operations Manager

**CONTRACT TERM:** Permanent

**SALARY:** £45,000

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

**REPORTING TO:** Head of Visitor Operations

**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:**

This role forms part of the leadership team within the Visitor Operations department and will take the lead on all aspects of security for the Arena, as well as being a key advocate for Audience and staff Safety. Working alongside a peer the post holder will be responsible for the operational management of the Contracted Security Provider and the Arena's Medical Services Contract Provider ensuring their provision is safe, compliant and effective and aligned with our licence conditions, risk profile and customer experience standards.

The post-holder will also support the Head of Visitor Operations with the drafting and maintaining of our Security Policy statement, in addition to providing support with Emergency planning provision, particularly in areas related to security response and the role of the Emergency Services in an organisational Emergency Plan.

The successful candidate will have a passion for audiences, and an understanding of how a security provision operates in a theatre, music venue or leisure environment. The ABBA Arena welcomes 3000 customers across seven shows per week, and the post-holder will work closely with the Head of Visitor Operations and colleagues to ensure that customers and staff remain safe and secure throughout their visit.

The post-holder will regularly assume the responsibility of a 'Bronze' control commander, support the Customer Experience Managers and further ensure that the Security team follow all relevant sections of the organisation's Emergency Plan.

#### **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.*

- Support the Head of Visitor Operations with the overall management of the security staffing contract, particularly with the operational delivery of KPI's, escalating any concerns that need resolution.
- Collaborating with a peer manager, the team will review and embed the Security posture at the arena, leading vulnerability assessments and ensuring counter-terrorism preparedness.
- This role is the key stakeholder for the security providers contract, external agencies, and the wider business.
- Through your experience and expertise, the post holder will manage the security contract to ensure that the arena, staff, and audiences are always safe and secure. This will include regular quality review meetings, managing clear communication to and from ABBA Voyage to all security operative, ensuring they are confident in Customer service, deescalation of crowd disorder and where necessary removal from the venue.



- Maintain and review all documents regarding operational procedures, policies, and frameworks. Working to build and maintain a comprehensive library of documents to ensure compliance with all regulatory requirements.
- Take a strategic approach to planning for the security of events and function as the key security point of contact for any high-profile visits, this includes all pre-visit scoping requirements.
- As a key member of the Visitor Operations team, both the post holders will be expected to participate in Control Room Duty Manager shifts which includes managing the Fire Panel, supporting the Silver Commander during a crisis and encouraging best practice from control room team members (all contractors).
- The role requires the post holders always demonstrate and role model the ABBA Voyage values, thus ensuring an exemplary service to our audience and staff teams.
- The post holders will continue to create an environment where we strengthen our approach to security through documented check and measures and 360-degree feedback.
- Continuous approach to learning and development to ensure that the Arena is always compliant with updating regulations, such as Data Protection, CCTV and ICO demands and SIA (Protect Duty) regulations.
- The post holder must have a highly flexible approach to working hours, with much of their time spent working evenings and weekends. While there is no regular night working, there is an expectation to support out-of-hours requirements when necessary, including, on occasion, reviewing overnight control room working standards.

#### **ABOUT YOU:**

- An experienced and confident leader with the drive, enthusiasm, and knowledge to contribute effectively to the ongoing delivery of our Security strategy. Have a passion for training, mentoring, and developing teams, valuing our differences and celebrating our achievements together.
- You will promote and uphold security protocols while maintaining a strong focus on customer service.
- You will be a fantastic communicator, inspiring your teams and ensuring that every customer has an opening night experience.
- You have a confident, outgoing, personable approach and thrive on working in a busy high-profile environment.
- You will have experience or a strong understanding of managing a third-party Security Contract Provider in addition to being able to ensure a strong 'partnership' approach when engaging with all other Arena based third-party providers.
- You will be skilled in connecting with people at all levels of the organisation and with a wide range of audiences, you will have a collaborative approach, adept at influencing and managing stakeholder relationships and have the confidence to resolve any staff or customer service issues within agreed parameters.
- Experienced in crisis management, confident in your decision making and able to lead and coach on this subject.
- A strong understanding of health and safety in public-facing environments.
- Take a proactive solution focused approach to problem-solving.
- You will have qualifications or experience commensurate to the role. This will include relevant SIA Licencing (Door Supervisor and CCTV) Level 3 / 4 Crowd Safety Management.

#### **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)

#### **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.