

## **BOX OFFICE ASSISTANT**

<b>Job title:</b> Box Office Assistant	
<b>Department:</b> Box Office	<b>Location:</b> ABBA Voyage Arena: 1 Pudding Mill Lane, LONDON E15 2RU
<b>Position reports to:</b> Deputy Box Office Manager	<b>Position is responsible for:</b> N/A
<b>Contract Term:</b> Full-time and part-time positions available, must be able to work regular weekends	<b>Salary:</b> £14.94p/h

### **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**

As part of the Box Office team, you will work with venue management 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 & Responsibilities**

- Work at the box office at the ABBA Arena during the ingoing concert ensuring excellent customer service.
- Work closely with the Box Office manager/supervisors to understand our ticketing system, ensuring awareness of system capability and functionality to deliver ticketing excellence.
- Responsible for any card transactions at the box office.
- Work with the supervisor on reconciliations at the end of each shift.
- Take a proactive solution focused approach to problem-solving with the ability and confidence to offer resolutions to ticket related issues and escalate where necessary.
- Keep up to date with current trends to ensure best practice in ticketing operations including GDPR.
- Work closely with Box Office Manager/ Supervisor to ensure the pertinent daily concert

# ABBA Voyage

information including access bookings is understood clearly to ensure the highest standard of visitor experience is delivered by all teams.

- Attend and proactively support informative daily briefings with all teams.
- Ensure you are fully conversant with equipment used by the Team including radios, scanners, mobile devices, and any other appropriate materials.

*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.*

## About You

- Experience of working with different ticketing platforms in music or theatre.
- A genuine passion for exceeding visitor expectations.
- Good knowledge of industry regulations including GDPR.
- Set yourself high standards and have a keen eye for detail.
- Strong written English and verbal communication skills.
- Proficient with IT software including Microsoft office, especially Excel and Word.
- Flexible and able to work weekend and evenings.

DESIRABLE BUT NOT ESSENTIAL – any of the following would be advantageous:

- Knowledge of Ticketmaster Systems.
- Knowledge of technology to support ease of access for all visitors.

## 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 & 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.

**ABBA Voyage**