



**JOB TITLE:** Deputy Head of Visitor Operations

**CONTRACT TERM:** Permanent

**SALARY:** circa £52,000

**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. The post holder will take the lead on all aspects of our industry leading customer service ethos which is delivered through the Customer Experience Managers and Visitor Services Team Leaders.

The post holder will have a passion for audiences alongside experience in the field of customer service based in a theatre, music venue, leisure environment or similar. The ABBA Arena welcomes 3,000 customers per show and this role will work with the Head of Visitor Operations to ensure that they are kept safe throughout their visit but as importantly have an opening night experience every visit.

The post holder will, alongside the Head of Visitor Operations, role model the ABBA Voyage values and goals. They will also cultivate through training and coaching, other teams' understanding of the organisational approach to customer service and crisis management. Working alongside the Security Operations Manager they will ensure all special visits and visitors are welcomed in accordance with their needs.

#### **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.*

- This role requires an eye for detail and strong ability to lead teams to always deliver industry leading customer service. Ensuring that we develop and deliver improvements in our customer service operation by being curious and inquisitive and encourage the same curiosity in your teams. Using post show survey data, online reviews and other information to maintain an understanding of visitor sentiment that will inform our customer service strategy. We will use this to build training requirements and goal setting.
- This role will be part of the Silver Commander roster. This role becomes the Senior Manager on site and will take the lead during any emergency or serious customer incident. They also will understand the Premises licence to ensure complete adherence.
- Act as the role model for our ABBA Voyage values ensuring that your teams do the same.
- Identify, develop, and deliver training and coaching for your direct line reports, wider teams, and contractors.
- Ensure all departmental risk assessments are up to date and fit for purpose and any incident reports are completed, reviewed, and documented in a satisfactory way.
- Responsible for ensuring all Standard Operational Procedures, customer service plans and other guidelines are up to date, relevant and trained to.
- Ensure all repeated tasks, such as uniform provision, rosters, signage refresh, daily & weekly reporting, and finance management is undertaken within the department. Also support other teams by delivering reports, information and statistics as needed.
- Take the lead on delivering a roster and roster pattern for all levels of the Visitor Operations team that supports the needs of the business and team members.



- Work in partnership with the People team to upskill line managers to confidently deal with employment relationship issues or disciplinary matters.
- Have or develop an understanding of rostering software (Employment Hero) and Incident Management logging (currently Mobarro Park). Leading teams to deliver best practice in these systems.
- Where our visitors raise a comment or complaint post show, work alongside our Box Office team to ensure a suitable investigation and response. There should be a program of regular reviews of our responses to ensure that they are timely, accurate and ensure where possible there is a positive outcome.
- Confident with conflict resolution and support teams to ensure our customers feel heard and where needed have their complaints resolved. Working alongside the Security Operations Manager review all customer complaints, ejections, and incidents to ensure a feedback loop of improvement is maintained for everyone in the team.
- Lead the team in all aspects of Accessibility. Working with other departments, such as Box Office to help shape our Accessibility offers, define any training needs and ensure that our venue becomes industry leading in this field.
- Ensure that you and the wider team benchmark with other venues to ensure ABBA Voyage customer service and team leadership is the best in sector and where suitable share this knowledge. The ABBA arena should be the industry leader when others talk about customer service.
- The post holder should expect the demands on this role to grow with new requirements from legislation changes and changes to operations, as such the post holder should be flexible in their approach to work and be able to manage change.

#### ABOUT YOU:

- An engaging, experienced and confident leader with the drive, enthusiasm, and knowledge to contribute effectively to the ongoing delivery of our Customer Service strategy, continually striving to deliver industry leading customer service every day.
- Have a passion for training, mentoring, and developing teams, valuing our differences, and celebrating our achievements together.
- You will have extensive experience with Excel and other office products as well as an aptitude to learning computer-based systems.
- You will have a great project management approach to on-going work, ensuring the task lists are maintained for the department and ensure continued delivery of projects.
- You will be a fantastic communicator, inspiring your direct reports and the wider front facing teams to deliver industry leading customer service at every performance. 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.
- Knowledge and experience of best practice when working with anyone with access or additional requirements, with the confidence to embed Equity, Diversity, and Inclusion at the heart of all we do.
- 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 emergency 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, experience of working with local authorities or safety groups would be beneficial
- Take a proactive solution focused approach to problem-solving.

#### 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.