



**JOB TITLE:** Visitor Services Assistant

**CONTRACT TERM:** *Permanent, Fulltime, Part time and casual contracts available*

**SALARY:** Up to 40 hours per week on a Rota, to include weekends, bank holidays and evenings and occasional late finishes. If the hours worked exceed 6 hours per day a 1-hour unpaid break will be taken during the working day. The role will be subject to a 3-month probationary period.

The salary is £ 12.50/hr.

**LOCATION:** ABBA Voyage Arena; 1 Pudding Mill Lane, Newham, London, E15 2RU

**REPORTING TO:** Visitor Services Manager

**HOURS:**

Operating from Thursday to Monday, with Tuesday and Wednesday rostered off.

Shift patterns Saturday and Sunday Matinee's 12.00-17.00, Evenings 17.00-23.00

**IDEAL START DATE:** 1<sup>st</sup> May 2022

**ABOUT US:**

Our brand-new London arena is set to open in May, and we are building a world-class team to help us prepare for launch. So, if you are up for working in a busy exciting music Arena and ready for a new adventure, then this could be the perfect opportunity for you!

**ROLE OVERVIEW:**

The purpose of the role is to ensure that every visitor to the Abba Arena has the best possible experience, from meeting and greeting them when they enter, securing their coats and bags, directing them to their seats and around the Arena, providing information about our Concert and services, and to assist them in leaving the Arena safely.

**KEY RESPONSIBILITIES:**

- Provide a warm visitor welcome, reaching out and engaging with visitors as they arrive and move around the Arena.
- Provide information and answer questions about Arena facilities, bars, food, cloakroom, toilets and about the Abba Voyage Concert.
- Greet the visitors on the Concourse or in the Arena, read their Tickets, direct them to their seats and to the Arena facilities.
- Ensure that you are well presented in uniform, have the equipment you need to deliver excellent visitor services and that your work area is clean and presentable.
- Work with colleagues to ensure the safety and security of staff and visitors, be a first responder to visitor incidents and confident in emergency evacuation of the Arena. Training will be given.
- Assist in keeping the Arena, Concourse and public spaces tidy by checking toilets and picking up litter after the Concert and reporting issues to relevant departments for action.



**ABOUT YOU:** (E) means Essential; (D) means Desirable

You will need to be a confident and outgoing individual who can retain a lot of information, engaging with a wide range of visitors with various needs.

You will need to be flexible and able to respond quickly in a fast-changing environment, managing large groups of visitors safely from arrival through departure.

### **Experience**

Relevant experience may be obtained through paid work, studying, voluntary work or other responsibilities.

- Delivering excellent customer service (E)
- Experience in visitor facing roles in entertainment, hospitality, food & beverage, retail or similar (E)

### **Knowledge**

- Knowledge of the Queen Elizabeth Olympic Park, transport links and surrounding area (D)
- Knowledge and appreciation of Abba's music (D)
- Knowledge of first aid, health & safety, or emergency evacuation (D)

### **Skills**

- Excellent customer service (E)
- Excellent verbal communication in English (E)
- Good personal presentation (E)
- Demonstrable ability to work effectively as part of a team (E)
- Flexibility and adaptability (E)
- Ability to respond in an emergency (E)
- Ability to lift and move equipment e.g., barriers, stand and invigilate your work areas for extended periods €

### **HOW TO APPLY:**

Please apply with an up-to-date CV and a few paragraphs (no more than 500 words) outlining why the role interests you and what you will bring to ABBA Voyage.

This position is subject to a Basic criminal record check from the Disclosure and Barring Service.

**EMAIL ADDRESS FOR CVs:** [recruitment@abbavoyage.com](mailto:recruitment@abbavoyage.com)

### **More about ABBA Voyage:**

[abbavoyage.com](http://abbavoyage.com)

<https://www.youtube.com/watch?v=OE8aSnhzTfQ&t=2s>

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.