



Ticketing Coordinator

Job title: Ticketing Coordinator	
Role Overview: <p>ABBA Voyage London is seeking a Ticketing Coordinator, to form a vital part of the Sales and Ticketing team, ensuring the smooth operation of all ticketing and sales processes for this exclusive concert event. Bringing to the role a basic understanding of entertainment ticketing, strong numeracy skills and a keen attention to detail, the successful candidate will also have demonstrated an ability to work diligently and independently as part of a dynamic and experienced team. They will be self-motivated and energetic, and enjoy working in a fast-paced and exciting organisation. They will be keen to learn, eager to grow, and determined to play a role in the live entertainment industry.</p>	
Department: Commercial Team (Sales and Ticketing)	Location: 60 Margaret Street, London, W1W 8TF (Occasional work at the ABBA Arena)
Position reports to: Ticketing Manager	Position is responsible for: n/a
Contract Term: Permanent	Salary: £27-29.5k depending on experience

ABOUT YOU

- An exceptional level of attention to detail
- Passion for live entertainment and an understanding of how consumers engage with the industry
- An ability to demonstrate a methodical and organised working approach
- Skilled in Excel, and an eagerness to grow these skills further
- Demonstrable numeracy skills, including ability to analyse and interpret data
- A determination to play an active and growing role in live entertainment
- Ability to deliver an exceptional level of customer service
- Knowledge of and experience on PCI/Ticketmaster and NLiven system an advantage
- An understanding of all major ticket agents an advantage

Key roles and responsibilities

- Monitor ticket inventory and pricing across all sales channels
- Compile and distribute daily and weekly sales reports to key stakeholders of the production
- Assist with requests for house seats and group bookings when required, making sure this allocation is used effectively and within the parameters set by the Ticketing Manager



- Monitor sales at a per-performance level, seeking to identify opportunities and challenges, and bringing these to the Ticketing Manager for agreement and action
- Working with the Sales Manager to assist with booking requests for the corporate and travel trade market
- Act as a vital point of contact for the Commercial Team for all ticketing agents, partners and collaborators. Work to fulfil their needs to ensure all sales channels are maximised, motivated and on-brand
- Manage the ticket inventory to maximise sales while accommodating last minute requests from Executives, Producers and Investors
- Support the Sales and Ticketing team in building and checking the set-up and on-sale for new booking periods
- Work closely with the Box Office and Guest Experience team to release any unused holds in a timely fashion
- Support on the development and execution of access initiatives, focusing on implications on the ticketing process
- Provide occasional administrative and ticketing support to the ABBA Arena's Box Office team, including supporting around special events and activities
- Champion change both within the ABBA Voyage organisation and its sales partners, always looking for opportunities to improve processes and procedures
- Take an interest in the broader business, and understanding the Sales and Ticketing team's contribution

HOW TO APPLY

Please read the full job description carefully and if you're confident you meet the criteria, please send an up-to-date CV, along with a few paragraphs (no more than 500 words) outlining why the role interests you and what you will bring to ABBA Voyage, to careers@abbavoyage.com.

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.