

Front of House Manager

The ACC Liverpool Group operates the city's waterfront event campus – the interconnected M&S Bank Arena, ACC Liverpool and Exhibition Centre Liverpool - as well as ticketing agency Ticket Quarter and the Pullman Liverpool Hotel. Playing a leading role in shining a spotlight on Liverpool, we have successfully staged a wide array of national and international events, from shows and conventions, business gatherings to exhibitions, developing our offer over the last decade to that of a world-class provider of venue and event services.

We are currently seeking an experienced **Front of House Manager** to join our dynamic team. This is a pivotal, hands-on operational role, responsible for ensuring all visitors receive outstanding customer service while maintaining a safe and secure environment during events.

Company Benefits

We are an award-winning, world-class venue where our people are at the heart of everything that we do. Recognition and reward are of huge importance to us at the ACC Liverpool Group, and just some of the benefits staff can enjoy include:

- An enhanced holiday scheme which increases with length of service.
- An excellent pension scheme is available.
- Access to a premium health care policy, which includes an employee assistant line, contributions towards a wide range of medical costs, such as dental and optical and staff discounts.
- Enhanced maternity, paternity and adoption leave schemes.
- An excellent occupational sick pay scheme.
- Free onsite parking right in the heart of the city centre.
- Employee Reward Platform.
- A dedicated wellbeing strategy to support staff when at work.
- 27 Qualified Mental Health First Aiders on site.

About the Role

As one of our lead Operational Managers, you will oversee a range of high-profile events across our venue portfolio. You'll play a vital role in delivering world-class experiences for our guests – from global conferences and exhibitions to major entertainment and sporting events.

Essential Experience

Applicants will have proven experience in event or operational management, within a large-scale events venue, specifically in the conference, exhibition and/or entertainment sectors. This experience is essential.

Key Skills and Attributes

We are looking for someone who can demonstrate:

- A passion for delivering exceptional customer service
- Strong multitasking ability in a high-pressure environment
- Excellent communication skills with a diverse audience
- Confidence in problem-solving and quick decision-making
- A proactive approach to continuous improvement

Additional Requirements

This is a fully operational role with a schedule driven by our events calendar. Flexibility is essential – including availability to work evenings, weekends and overnight shifts. The role operates on an annualised hours contract.

If you are an enthusiastic, committed professional ready to contribute to our continued success, we'd love to hear from you.

Join us at The ACC Liverpool Group and be part of something extraordinary.

Please note, we may close this vacancy before the stated closing date if we receive sufficient applications for the position. Therefore, if you are interested in this position, please submit your application form as soon as possible.

Closing Date: 21 May 2025

Interview Date: Late May 2025

For further information, assistance, or to obtain information, please contact the People via email recruitment@accliverpool.com

The ACC Liverpool Group is a place where you can truly make a difference. Some of the wonderful things ACC Liverpool Group have achieved / continue to work towards:

- Disability Confident Employer
- Member of the Fair Employment Charter
- Real Living Wage employer
- Social value impact plan - last year we contributed over £6.4m
- Green Meeting's Gold Standard
- Sustainability Strategy
- Positively influencing biodiversity – in the grounds of our campus, we have 3 beehives
- Carbon Neutral Campus
- Accessibility Strategy

- AccessAble Guide

Equality, Diversity & Inclusion

The ACC Liverpool Group know the value of having a diverse and representative team across our organisation. We promote equal opportunities and are committed to having an inclusive work force where everybody feels respected, are treated fairly and diversity is celebrated. As such we strongly encourage and welcome applications from suitably qualified candidates from all members of the community regardless of age, disability, gender reassignment, marriage and civil partnership, race, religion, belief or sexual orientation.