

LIVERPOOL EXPERIENCE CAMPUS

JOB DESCRIPTION & ROLE PROFILE



Ticket Quarter

Client Account Manager (Ticketing)

REPORTS TO: Client Sales Manager

DIRECT REPORTS: N/A

JOB PURPOSE

The Client Account Manager is responsible for the successful delivery of events throughout the entire ticketing lifecycle, from initial event set-up and on-sale planning through to inventory management, event delivery, and final settlement.

Working closely with promoters, venues, event organisers, and internal teams, the post holder will ensure events are configured accurately, managed proactively, and delivered to the highest standards of client service. The role plays a key part in maximising ticket sales, enhancing the client experience, and driving revenue growth for both Ticket Quarter and its partners.

Key Objectives

- Deliver exceptional ticketing support to ensure the successful execution of events.
- Build, manage, and develop strong relationships with promoters, venues, and event organisers.
- Maximise ticket sales and revenue opportunities for clients and Ticket Quarter.
- Provide proactive commercial insight and recommendations throughout the event lifecycle.
- Ensure all ticketing operations are delivered accurately, efficiently, and in line with agreed service standards.

MAIN DUTIES AND RESPONSIBILITIES

Client Relationship Management

- Develop and maintain strong relationships with clients, promoters, venues, and event organisers, ensuring a clear understanding of their objectives and requirements.

- Act as the primary point of contact for assigned accounts, providing expert ticketing advice and outstanding customer service.
- Identify opportunities to strengthen existing partnerships and drive business growth.
- Support the growth of the client portfolio and associated revenues in line with organisational objectives.
- Build trust and credibility with clients through proactive communication and effective problem-solving.

Event Set-Up and Management

- Liaise with clients, promoters, event organisers, Event Planning, Sales, Marketing, and Business Development teams to gather all information required for successful event delivery.
- Configure and maintain events within the ticketing system, ensuring all event details, pricing structures, seating configurations, and sales channels are accurate and aligned with client requirements.
- Create, manage, and update event manifests to ensure capacities, allocations, and inventory remain accurate throughout the event lifecycle.
- Maintain comprehensive event records, including contracts, approved seating plans, allocations, event correspondence, and settlement documentation.
- Ensure all events are set up and launched within agreed timescales and service level standards.

Inventory and Sales Management

- Monitor ticket sales performance and inventory on a daily basis.
- Proactively manage ticket allocations, holds, and releases to maximise sales opportunities and revenue generation.
- Work closely with clients and promoters to review sales performance and identify opportunities to increase demand and attendance.
- Negotiate and secure additional inventory where appropriate to maximise ticket availability and revenue.
- Produce and interpret sales reports, providing clients with meaningful insights and recommendations to support decision-making.

Event Delivery and Settlement

- Ensure clients are kept fully informed throughout the event lifecycle through regular communication and sales updates.
- Prepare, reconcile, and agree event settlements with clients, ensuring all financial information is accurate and completed within agreed deadlines.
- Attend events when required to oversee ticketing operations, support ingress activities, and provide real-time ticketing expertise.

- Act as a visible and professional representative of Ticket Quarter when working on-site with clients and partners when required.
- Provide occasional off-site box office support as required and agreed with clients and the wider team.

Operational Support

- Work collaboratively with Marketing and Promotions teams to ensure event information is accurate across all digital and print channels.
- Deputise for the Client Sales Manager as required, supporting key operational and commercial activities.
- Promote Ticket Quarter services and events with enthusiasm and professionalism, maintaining the highest levels of customer service.
- Act as Duty Manager when required to support operational business needs.
- Participate in a rota of occasional weekend on-call support, providing emergency ticketing assistance for clients and events when necessary.

GENERAL

- Comply with all Liverpool Experience Campus GDPR policies, procedures, and data protection requirements.
- Contribute positively to the success of the One Team culture, demonstrating flexibility, collaboration, and a customer-focused approach.
- Adhere to all Liverpool Experience Campus Health and Safety policies and procedures, maintaining a duty of care for visitors, colleagues, contractors, and customers.
- Undertake any other duties commensurate with the level and responsibilities of the role as requested by your manager.
- Act at all times in a professional manner and as an ambassador for Liverpool Experience Campus and Ticket Quarter.

ROLE PROFILE

ATTRIBUTES	DESCRIPTION	ESSENTIAL/ DESIRABLE	HOW MEASURED
TRAINING & QUALIFICATIONS			
EXPERIENCE	Demonstrable experience of influencing decision makers, negotiating and presenting Demonstrable experience of the industry Demonstrable experience in sales	Essential Essential Essential	A and I
SKILLS & KNOWLEDGE	Understanding of the events sector Understanding of ticketing systems Developed time management skills for juggling high volumes of requests and understanding the importance of each one Developed ability to prioritise work Developed organisational skills to manage and maintain a volume of events and promoters with numerous requests Developed communication skills Developed IT skills Understanding of GDPR and awareness of confidential information	Essential Essential Essential Essential Essential Essential Essential Essential	A and I
KEY ATTRIBUTES	Emotional intelligence, resilience, influencing, internal / external stakeholder management, confidence, excellent verbal and written communication, innovation and creativity	All Essential	A and I

Key for How Measured:

I - Interview

P - Presentation

A - Application

E - Exercise

T - Test

AC - Assessment Centre

CS - Case Study

Signed by Employee:

Date:

Signed by Line Manager

Date