

Client Account Manager (Ticketing) Vacancy

Liverpool Experience Campus operates the city's waterfront event campus – the interconnected M&S Bank Arena, Liverpool Experience Campus 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 looking for a Client Account Manager to join our team.

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 Liverpool Experience Campus, 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.
- 25 Qualified Mental Health First Aiders on site.

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

- Disability Confident Employer
- Sunflower Friendly Business
- 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

About Ticket Quarter

Originally established as the in-house ticketing partner for M&S Bank Arena Liverpool back in 2008, Ticket Quarter has grown into a trusted ticketing provider for venues, promoters, and event organisers across the region, nationally, and internationally.

Today, we provide innovative ticketing solutions and expert account management services to a diverse portfolio of external clients whose events take place both on and off our campus. As Client Account Manager, you will be responsible for managing these relationships, supporting event delivery, and helping our clients maximise ticket sales and event success.

About the Role

As a Client Account Manager, you will serve as a key point of contact for both clients and internal stakeholders, building strong partnerships and delivering exceptional service throughout the event lifecycle.

Using your ticketing expertise, commercial awareness, and analytical skills, you will help optimise sales performance, manage event builds, and ensure the successful delivery of a wide range of live events.

This is a fast-paced and rewarding role, ideal for someone who thrives on building relationships, solving problems, and contributing to the success of major events.

Key Responsibilities

- Build and maintain strong relationships with existing and prospective clients.
- Act as a trusted advisor, delivering exceptional client service and ticketing expertise.
- Set up, manage, and maintain events accurately within the ticketing system.
- Monitor and manage ticket inventory, allocations, and on-sale activity.
- Analyse sales performance and identify opportunities to maximise revenue and attendance.
- Produce and interpret sales reports to support client decision-making.
- Collaborate with promoters, venues, and internal teams to deliver successful events.
- Provide proactive recommendations and commercial insights to clients.
- Ensure all ticketing processes are delivered accurately, efficiently, and within agreed timescales.

We are looking for someone who is enthusiastic, motivated, and passionate about the live events industry.

You will ideally have:

- Experience working within ticketing, live events, venues, entertainment, or a related industry.
- Experience managing client relationships or working in a customer-focused account management role.
- Excellent organisational skills with the ability to manage multiple projects simultaneously.
- Strong attention to detail and a high level of accuracy.
- A proactive, solutions-focused approach to work.
- Excellent communication and relationship-building skills.
- Strong analytical abilities and confidence working with sales data and reports.
- Commercial awareness and a passion for delivering exceptional event experiences.

If you are a hardworking and committed professional ready to contribute to our continued success, we'd love to hear from you.

Join us at Liverpool Experience Campus 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.

Salary: £27,515.30 - £28,963.47 per annum

Closing Date: Monday 10 August 2026

Interview Date: W/C 17 August 2026

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

Equality, Diversity & Inclusion

Liverpool Experience Campus 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.