

Head of Security

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 recruiting for a **Head of Security**, who will lead the strategic and operational delivery of security across the ACC Liverpool Group. Reporting to the Director – Operations and Venue Management, you will be responsible for both daily security event and campus operations and bespoke planning for major live events.

Key Responsibilities:

- Managing the group-wide security function, ensuring a safe and welcoming experience across all venues.
- Leading a team of internal managers and outsourced providers, delivering professional, risk-based security and stewarding aligned to event profiles.
- Planning for and overseeing security delivery for events of varying scale – from international delegations and televised events to large-scale exhibitions, concerts, and national conferences.
- Acting as Incident Manager for high-profile events and working closely with emergency services, local authorities, and partner organisations.
- Maintaining and reviewing security protocols, emergency procedures, risk assessments and deployment models to always ensure compliance and readiness.
- Managing contracts, budgets, and performance standards for key security-related services (including control room operations, screening, ingress/egress, CCTV, and alarms).
- Driving continuous improvement through innovation, customer service focus, and strong leadership.

Company Benefits

We are an award-winning, world-class venue and 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 including:

- An enhanced holiday scheme, with 24 days holiday (and bank holidays), 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 and 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.
- Agile working and flexitime policies, where appropriate and in line with business needs.
- A dedicated wellbeing strategy to support staff when at work.
- 27 Qualified Mental Health First Aiders onsite.

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 three beehives
- Carbon Neutral Campus
- Accessibility Strategy
- AccessAble Guide

Closing Date: 14th July 2025

Interview Date: TBC

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.

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

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.