

Business Development 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.

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, 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.
- Agile working and flexi time policies, where appropriate and in line with business needs.
- A dedicated wellbeing strategy to support staff when at work.
- 25 Qualified Mental Health First Aiders on site.

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 – we have three beehives on our campus grounds.
- Carbon Neutral Campus
- Accessibility Strategy
- AccessAble Guide

About Ticket Quarter:

Ticket Quarter is the dynamic ticketing division of the M&S Bank Arena, part of The ACC Liverpool Campus, connecting fans with live events, exhibitions, attractions, and more. Our mission is to provide seamless, industry-leading ticketing experiences while maximising commercial opportunities for clients across the UK.

We are seeking a driven **Business Development Manager** to spearhead the growth of our ticketing services, expanding our reach to regional and national clients, and driving revenue through innovative ticketing and commercial solutions.

About the role:

As a key member of the Ticket Quarter team, you will:

- Seek new primary ticketing and commercial partnerships, both regionally and nationally.
- Lead on all business development activity for Ticket Quarter, including bids, tenders, and ticketing agreements.
- Maximise revenue from existing clients while increasing retention.
- Collaborate with internal teams to ensure smooth client onboarding, reporting, and event configuration.
- Contribute to sales and marketing strategy, budget planning, and ongoing market analysis.
- Represent Ticket Quarter at client meetings, exhibitions, and industry events nationally.

Main duties of this role include:

- Develop and implement a strategic sales plan to drive revenue growth.
- Negotiate commercial opportunities, partnerships, and contracts in line with ACC Liverpool's policies.
- Monitor and ensure contractual obligations are delivered and logged accurately.
- Collaborate with marketing, finance, and client teams to optimise client experiences and operational efficiency.
- Analyse market trends, competitors, and risks to inform strategic decisions.
- Support GDPR compliance in all client and commercial dealings.

We highly value the behaviours, attitudes and skills which will help you to develop and excel in this role. In this case, we are looking for someone who:

- Proven experience influencing decision-makers, negotiating, and presenting successfully.
- Demonstrable experience in events or venues ticketing.
- Strong sales experience, ideally within live events or the entertainment sector.
- Excellent organisational skills and ability to prioritise high volumes of work.

- Confident communicator, able to engage high-profile clients and speak to large audiences.
- Emotionally intelligent, resilient, and pragmatic with a creative approach to business development.

In addition to the above, the candidate will need to be enthusiastic, like minded and complement our experienced and talented team. If you have driven, passion, ambition and wish to play a part in The ACC Liverpool Group's continuing success story this could be just the job for you.

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: 16 March 2026

Interview Date: W/C 23 March 2026

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.