

General Manager - Pullman Hotel Liverpool

Lead an iconic, upscale hotel at the heart of Liverpool's world-class waterfront event campus

Are you an inspirational hotel leader with the vision, commercial drive and ambition to elevate one of Liverpool's flagship hotels to even greater heights?

The Pullman Liverpool — part of the globally recognised Accor brand and operated by the award-winning ACC Liverpool event campus — is seeking a dynamic, strategic and people-focused General Manager to shape the next exciting chapter of our 4-star, 216-bedroom property.

This is far from a steady-state role. It's a high-profile, high-impact leadership opportunity where your decisions will directly influence guest experience, commercial performance, team culture and the hotel's prominent position within a thriving city hospitality scene.

What You'll Lead

As General Manager, you will drive:

- Exceptional guest experiences that keep Pullman Liverpool front-of-mind for business, leisure and international travellers
- Commercial performance and revenue growth, strengthening our position in a competitive market
- Service excellence and brand reputation, ensuring every stay reflects the quality synonymous with Pullman

You'll also steer several upcoming strategic projects, including:

- Major refurbishments planned for 2026 and 2028
- Capital investment initiatives
- Innovative service enhancements that will elevate the guest journey even further

This is your opportunity to shape the future of a highly successful hotel backed by the scale, support and global recognition of Accor.

Who We're Looking For

You are an experienced General Manager — or a senior hotel leader ready for that next step — ideally having a background in upscale or lifestyle hospitality. You combine operational excellence with sharp commercial acumen and have a track record of delivering strong financial, guest satisfaction and brand performance metrics.

We're looking for someone who brings:

- Strategic leadership experience, including planning, budgeting and business growth

- Outstanding people leadership, fostering a high-performing, motivated and engaged team
- Operational rigor, ensuring compliance, safety, governance and asset protection
- Commercial edge, with the ability to identify revenue opportunities and drive sustained performance
- Experience with Accor brands is helpful — but not essential

A Role at the Heart of a Major Events Ecosystem

You will work closely with the Chief Operating Officer of ACC Liverpool, as well as brand partners, city stakeholders and executive leaders across the campus. Building strong client relationships within our vibrant events programme will be essential to your success.

This is a rare opportunity to lead an established, respected, high-performing hotel in one of the UK's most exciting visitor destinations — while shaping its evolution and driving its continued success.

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 with a covering letter as soon as possible.

Closing Date: April 2nd 2026

Interview Dates: These will be held between 07th and 17th April 2026

For further information, assistance, or to obtain an information pack for this role, 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.