

People Advisor – Employee Relations

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 looking for a dedicated **People Advisor (Employee Relations)** to join our dynamic People Team at The ACC Liverpool Group. This role offers an exciting opportunity to work closely with managers across the organisation, guiding them through key people processes and ensuring best practices in employee relations.

Key Responsibilities:

- Provide specialist advice and guidance on all People policies, procedures, and processes.
- Support managers at all levels with employee relations matters, including absence management, disciplinary procedures, grievances, performance management, restructures and TUPE transfers. For context we currently have 165 permanent employees, and we host a pool of circa 50 casual workers.
- Advise on contracts of employment, terms and conditions, and employment law to deliver effective people solutions.
- Act as the first point of contact for sickness absence management, arranging occupational health appointments and coaching managers through attendance review meetings.
- Lead the administration and processing of various forms of leave, ensuring compliance with policies and legal requirements.
- Develop and maintain systems for reviewing casual worker hours, overtime usage, and IR35 compliance to mitigate risks.
- Conduct exit interviews, analyse data, and implement improvements to enhance employee retention.
- Prepare and deliver insightful People reports on key metrics such as sickness absence and turnover.
- Design and deliver training on People policies and procedures to managers and employees.
- Support diversity and inclusion initiatives, monitor progress, and contribute to reporting on workforce statistics.
- Manage People-related content on the intranet, ensuring up-to-date and accessible information for employees.
- Oversee the appraisal process, competency monitoring, and apprenticeship experience improvements.

We are looking for someone with a strong knowledge of employee relations, employment law, and People policies. You should be confident in advising managers, handling sensitive employee matters, and implementing process improvements. If you are proactive, detail-oriented, and passionate about creating a positive employee experience, we want to hear from you!

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 include:

- 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 – We have 3 beehives on our campus grounds.
- Carbon Neutral Campus
- Accessibility Strategy
- AccessAble Guide

Closing Date: 18th April 2025

Interview Date: w/c 21st April 2025

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**](mailto: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.