

## Senior Operations and Guest Experience 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.**

At **The ACC Liverpool Group**, we're more than just a venue – we're the beating heart of Liverpool's event scene. From international conferences to sell-out concerts and spectacular exhibitions, we bring people together to create unforgettable experiences.

### **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 the ACC Liverpool Group, 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.

**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 3 beehives
- Carbon Neutral Campus
- Accessibility Strategy
- AccessAble Guide

We're looking for someone special to step into a key role in our team while our **Senior Operations and Guest Experience Manager** takes maternity leave. If you're an experienced leader who thrives in a fast-paced environment and loves making sure every detail of an event runs smoothly – we'd love to hear from you.

### **About the Role:**

You'll be the driving force leading the Operations support and Guest Experience team to deliver efficient, safe and effective services to the business including Support services, Resource coordination, Digital scheduling, Guest experience services, Customer feedback and complaint process and hospitality delivery.

From big-picture planning to on-the-day leadership, you'll guide our fantastic Operations and Guest Experience teams to deliver seamless events and create memorable moments for every guest who walks through our doors.

### **What you'll be doing:**

- Leading and supporting a skilled, dedicated team to deliver outstanding events.
- Championing guest experience and putting the customer at the heart of all we do, helping us continuously raise the bar.
- Overseeing event operations, from planning to delivery ensuring all support services for every event runs safely, smoothly, and successfully.
- Effectively managing systems and budget to ensure resource is fully optimised across all teams.
- Leading on the review of all Customer Feedback received and where appropriate put improvement measures in place to avoid common and repeating service failures.

### **Who we're looking for:**

You'll bring energy, experience, and a people-first approach. You've probably worked in a similar venue, hospitality or event setting before and understand what it takes to run a large-scale event campus. You'll also have:

- A natural ability to lead, motivate and support teams.
- A calm organised and flexible approach – especially when it gets busy!
- A passion for great service and creating memorable guest experiences.
- Excellent attention to detail and managing multiple IT systems
- Solid knowledge of safety, crowd management and operational best practices.

If you are a hardworking and committed professional ready to contribute to our continued success, we'd love to hear from 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: 08 August 2025**

**Interview Date: TBC**

For further information, assistance, or to obtain information, please contact the People 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.