

Client Account Manager - Entertainment and Sports Vacancy

Liverpool Experience Campus operates the city's waterfront event campus – the interconnected M&S Bank Arena, The Liverpool Experience Campus 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.

The M&S Bank Arena Ticketing team are looking to hire a Client Account Manager - Entertainment and Sports.

An exciting opportunity has arisen to join the M&S Bank Arena Ticketing team as a Client Account Manager - Entertainment and Sports. We are seeking a positive, highly motivated, and self-driven individual to play a key role in delivering some of the biggest live events and concerts in Liverpool.

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 Liverpool Experience Campus, 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.
- A dedicated wellbeing strategy to support staff when at work.
- 25 Qualified Mental Health First Aiders on site.

Liverpool Experience Campus is a place where you can truly make a difference. Some of the wonderful things Liverpool Experience Campus have achieved / continue to work towards:

- Disability Confident Employer
- Sunflower Friendly Business
- 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

About the Role:

In this role, you will build and maintain strong relationships across our internal teams and work closely with some of the industry's leading promoters. You will act as a trusted partner, using data insights and strategic thinking to support ticket sales performance and maximise commercial success for both promoters and the Arena.

As our Client Account Manager, you will:

- Build and maintain strong relationships across our internal teams and work closely with some of the industry's leading promoters.
- Act as a trusted partner, using data insights and strategic thinking to support ticket sales performance and maximise commercial success for both promoters and the Arena.

Key Responsibilities:

- Set up and manage events within the ticketing system accurately and efficiently
- Monitor and manage ticket inventory on a day-to-day basis
- Analyse sales data to identify opportunities to optimise performance
- Collaborate with internal teams and external promoters to maximise attendance and revenue

About You:

- Experienced in a ticketed venue, events environment, or similar role
- Highly organised with the ability to manage multiple priorities in a fast-paced setting
- Proactive, detail-oriented, and solutions-focused
- Strong communication and relationship-building skills
- Commercially aware with a passion for live events

If you have the drive, ambition, and enthusiasm to contribute to the continued success of one of the UK's leading entertainment venues, we would love to hear from you.

Join us at Liverpool Experience Campus and be part of something extraordinary.

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: Friday 17 April 2026
Interview Date: Date TBC

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

Equality, Diversity & Inclusion

Liverpool Experience Campus 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.