

Catering Mobilisation Director (Sport and Entertainment) – Fixed Term Contract

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.

The role:

At the ACC Liverpool Group we are seeking an outstanding Catering Mobilisation Director to plan and deliver the transfer of our Sport and Entertainment (S&E) event catering services from an outsourced catering provider to a successful in-house operation, including leading on all commercial and operational aspects of delivery for a minimum 6-month trading period post the go-live date.

This is a high-profile role, reporting directly to the CEO, where you will truly make an impact on our business through increasing S&E catering revenues and profitability, designing and delivering flexible retail and hospitality catering offers that consistently meet both commercial targets and high customer service levels, ensuring regulatory and internal process compliance, and recruiting, training and developing both a core and casual team.

You will operate across our three campus venues, including the M&S Bank Arena where the majority of our Sport and Entertainment events are currently held. As a seasoned professional you will take leadership of the overall catering management team to embed operational excellence at all levels and ensure that an exceptional customer experience is an everyday event.

Working alongside the CEO and COO, you will help finalise the future shape of the in-house S&E catering team at a senior level in readiness to hand over a stable and successful catering operation that is best structured for commercial and operational success.

This is a rare opportunity to bring your experience to an organisation that truly listens and empowers its people. Key areas of experience and qualifications include:

- Catering within sport and entertainment, event retail or hospitality.
- Leading the process from mobilisation through to stabilisation and then steady state.

- Managing large-scale, multi-outlet catering operations within a complex venue such as an arena, stadium, or similar high-volume event environment.
- Leading diverse teams across kitchen, bar, and event catering functions, including senior-level line management.
- Successful delivery of time specific projects related to catering services, including handover from other catering providers and TUPE transfer of staff.
- Established budget setting, implementation, and management skills.
- Food Hygiene Certification Level 3 (minimum) — Level 4 desirable.
- Level 2 qualification as a Personal Licence holder from an accredited training provider such as BIIAB, HABC, TQUK.

The offer:

Recognition and reward are of huge importance to us, and so just some of the benefits you would enjoy include:

- A bonus of up to 10% of salary, payable on completion.
- 24 days holiday per year pro-rated in relation to your start date.
- An excellent pension scheme.
- Access to a premium health care policy, which includes an employee assistance programme, contributions towards a wide range of medical costs including dental and optical, and staff discounts.
- 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.

If you have the drive, passion and 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: Monday 27 October

Initial Interview Date: Wednesday 29 & Thursday 30 October

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