

Hospitality Account 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.

M&S Bank Arena is one of the most prestigious venues in the UK and you could now join our award-winning teams!

From hosting global icons like Beyoncé, Sir Paul McCartney, and the Eurovision Song Contest to world-class sporting events like the Vitality Netball World Cup and BBC Sports Personality of the Year, our arena is a hub of unforgettable experiences.

Now, we're looking for a Hospitality Account Manager to lead and drive the success of our new premium offerings, which have just experienced a multi-million-pound refurbishment.

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

About the Role

As our Hospitality Account Manager, you will:

- Lead premium sales activities, proactively identifying new membership and booking opportunities.
- Develop and manage relationships with high-value clients, ensuring an exceptional VIP experience.
- Maximise revenue by leveraging market insights, strategic sales techniques, and networking.
- Create tailored hospitality packages with the support of our marketing team, aligned to events.
- Monitor sales performance, delivering insights to leadership and optimising our premium spaces.
- Collaborate with the team to maintain a robust CRM, ensuring accurate client records and premium content across websites.

We're looking for someone who has:

- Advanced understanding of the hospitality industry, specifically around sales and business development.
- Proven experience in sales or account management.
- A proactive, self-motivated approach with a track record of meeting and exceeding sales targets.
- Outstanding communication, presentation, and relationship-building skills.
- A keen eye for spotting revenue opportunities and developing tailored client solutions.
- Flexibility to host occasional client events. Note some of these may include evenings and weekends.

If you are a hardworking and committed professional ready to contribute to our continued success, we'd love to hear from you.

Join us at The ACC Liverpool Group 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 15 August 2025

Interview Date: Week commencing 26 August

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