

Staffing 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.

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 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.
- Agile working and flexi time policies, where appropriate and in line with business needs.
- 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 – we have three beehives on our campus grounds.
- Carbon Neutral Campus
- Accessibility Strategy
- AccessAble Guide

About the role:

We are recruiting a **Staffing Manager** to join our Food & Beverage team. The successful candidate will take a key role in creating the Food and Beverage workforce across campus for Sports and Entertainment, embedding our “One Team” culture and supporting the delivery of world-class events.

The ideal candidate will have:

- Experience of managing diverse teams including casual and agency staff ensuring high engagement and retention.
- Experience of building new F&B service teams within a new opening environment.
- HR/Workforce Management qualification or equivalent experience
- Experience of managing workforce planning within high volume venues with casual workforce within the Sports or Events industry
- Strong organisational skills and HR systems knowledge
- Knowledge of time and attendance systems and best practise to including building

Main duties of this role include:

- Manage recruitment and onboarding of casual and permanent staff.
- Oversee workforce scheduling and shift booking systems.
- Administer payroll processes accurately and on time.
- Lead check in, welfare initiatives and staff engagement during events
- Collaborate with Learning & Development to deliver training programmes.
- Maintain accurate workforce records and compliance documentation.
- Act as key point of contact for workforce queries and welfare concerns
- Drive continuous improvement in staffing systems and processes.

We highly value the behaviours, attitudes and skills which will help you to develop and excel in this role. In this case, we are looking for someone who:

- People focused.
- Empathetic
- Detail orientated.
- Proven experience in workforce management within a high-volume sports and entertainment environment.

In addition to the above, the candidate will need to be enthusiastic, like minded and complement our experienced and talented team. If you have driven, passion, 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: February 13th 2026
Interview Date: 16th-17th February 2026

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