

The **acc** Liverpool Group

# THE ACC LIVERPOOL GROUP

## Job Description & Role Profile



Operations and Venue Management

# Assistant Hospitality Manager

**REPORTS TO:** Senior Operations and Guest Experience Manager

**DIRECT REPORTS:** Hospitality Hosts

## JOB PURPOSE

To lead on the VIP ACC Hospitality operational delivery. Including VIP Arena Club, SodexoLive! Lounge and ACC Event Hospitality ensuring that the customer service delivered, and the customer journey is a five-star standard.

To lead the Hospitality Host team to ensure that the experience and customer service delivered to visitors and delegates is of a five-star standard across the campus.

To lead on customer feedback and complaint handling for ACC Liverpool Group. Collaborating with colleagues across different departments to continually look at mitigation measures for recurring areas of service failure.

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## MAIN DUTIES AND RESPONSIBILITIES

- Produce detailed pre-event hospitality delivery plans and event schedules to support the Arena Club and SodexoLive! Lounge client experience ensuring that internal and external ACC Liverpool departments and partners have a clear understanding of each event and its bespoke requirements to deliver each event separately.
- To collaborate closely with the Commercial team to ensure that VIP sales translate to VIP experiences on event nights and identify areas / experiences that could be upsold, introduced for forthcoming events.
- To constantly ensure all VIP event spaces meet and maintain 5-star standards.
- To lead on the operational elements of the Arena Club and SodexoLive! Lounge experience ensuring that a seamless 5-star operation is delivered on event night and guests have a seamless ingress and egress on event nights.
- To ensure the smooth operation of the VIP Arena Club and the SodexoLive! lounge. To develop and maintain first class visitor welcome to all guests.
- To identify opportunities for additional secondary hospitality packages on arena events and to create the hospitality packages in conjunction with the commercial team to ensure maximum revenue opportunities.

- To pre-plan and lead on ACC additional hospitality packages and client led event hospitality on event nights, collaborating with the client to ensure a 5-star experience for all visitors and ensuring return business.
- To ensure that a consistently elevated level of customer care and quality to customers and visitors is always provided on event nights. To ensure that customer enquiries, comments and concerns are responded to appropriately and if necessary to ensure follow up actions are taken.
- To work closely with the Front of House Manager on event nights to ensure a seamless integration of the VIP experiences into general operations.
- To lead and manage the stewarding team on events nights ensuring the stewards are fully briefed, uniform is to a high standard and customer service is always five\*.
- To produce detailed post event reports, ensuring any suggestions for service improvement are put forward to the Senior Operations and Guest Experience Manager.
- To chair Monthly Hospitality meetings.
- To plan and book the stewarding and cleaning resource per event for the VIP Arena Club, The SodexoLive! Lounge and ACC Hospitality events ensuring a 5-star customer journey whilst meeting the budget as set by the Guest Experience and Hospitality Manager. To ensure requisitions are raised in a timely manner post events.
- To assist the Senior Operations and Guest Experience Manager in developing standard processes and procedures for the VIP Arena Club, Liverpool Lounge and Hospitality.
- To take part in weekly venue checks and log any defects and areas through HALO.
- To organise and manage the recruitment of ACC hospitality hosts, providing detailed induction days.
- To manage the training and delivery of the ACC hospitality hosts and ensure they are they are up to date with health and safety as well as other areas.
- To manage the hospitality host rota ensuring that the events are fully staffed in line with the attendee levels of the VIP areas.
- To liaise and consult with conference and exhibition clients to understand their needs and requirements for Hospitality Staff and provide delivery solutions and detailed quotes.
- To manage the conference and exhibition host rota to ensure the clients needs are being met and requirements are being fulfilled and delivered to a 5\* standard.
- To communicate and liaise effectively both verbally and in writing with all visitors to ACC Liverpool's - Including customers, suppliers, visitors, contractors, service partners and staff.
- To function as a support function to the Event Managers pre, during and post events on all matters related to Client and delegate experience.
- To work with the Senior Operations and Guest Experience manager in setting the Hospitality delivery budgets.
- Deputise for the Assistant Guest Experience Manager, the Assistant Support Services Manager and the Senior Operations and Guest Experience Manager as and when required.
- To lead on the complaint handling system, by responding to event enquires and complaints and maximising the use of the platform for complaint handling and reporting.
- Manage and implement The ACC Liverpool Group's customer feedback and complaint handling process in line with the Customer Feedback Framework.

- To escalate any significant commercial or operational related customer experience issues, responses, or decisions to the Senior Operations and Guest Experience Manager as required.
- Support the ticketing customer service, Operations and Event teams to ensure a seamless approach to customer feedback and complaint handling for consumer events, to resolve customer complaints and seek legal advice where appropriate as part of the investigation process.
- To assist the Senior Operations and Guest Experience manager with the monthly, quarterly, and annual reporting on complaint and feedback statistics to the SMT team to identify any consistent service failures.

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## GENERAL

- To contribute to the success of our One Team culture to deliver our aims and objectives, maintaining a flexible and cheerful outlook.
- To adhere to The ACC Liverpool Group's Health and Safety policies and procedures and to observe a duty of care to all visitors, staff, and contractors to ACC Liverpool.
- To undertake any other duty commensurate with this post as determined by your manager.
- This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the principal areas of responsibility at the time of writing.
- It is inevitable over time that the emphasis of this job will change, therefore this information will be periodically reviewed, revised, and updated involving the post holder.

## ROLE PROFILE

ATTRIBUTES	DESCRIPTION	ESSENTIAL/ DESIRABLE	HOW MEASURED
<b>TRAINING &amp; QUALIFICATIONS</b>	IOSH Working Safely SIA licence First Aid	Essential Desirable Desirable	I
<b>EXPERIENCE</b>	Demonstrable experience of working in a customer service focused role. Demonstrable experience of an event focused environment Demonstrable experience of managing a team or line management experience. Considerable experience of budget management	Essential Desirable	I and A
<b>SKILLS &amp; KNOWLEDGE</b>	Developed communication skills to deal with challenging customer complaints. Developed customer skills. Developed critical thinking skills for smooth event management. Developed ability to prioritise work.	Essential Essential Desirable Essential	I and A
<b>KEY ATTRIBUTES</b>	Emotional intelligence, pragmatic, resilience, confidence, good verbal and written communication, conflict resolution	Essential	I and A

**Key for How Measured:**

I - Interview

P - Presentation

A - Application

E - Exercise

T - Test

AC - Assessment Centre

CS - Case Study

Signed by Employee:

Date:

Signed by Line Manager

Date