

Control Room Operative

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.

We are looking to recruit a **Control Room Operative** to join our Security team on a permanent, full-time basis. This role will be working a mixture of day and night shifts (**75%-night shift, 25%-day shift**).

In this role you would contribute to the safety and security of The ACC Liverpool Group premises, staff, guests, and visitors; monitor, operate, evaluate, and maintain all Security Control Room systems; assist in the coordination of all incident management across the ACC Liverpool Group campus.

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 include:

- An enhanced holiday scheme, starting with 240 hours (inclusive of BH), 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.
- 27 Qualified Mental Health First Aiders on site.

Job Purpose:

- To proactively monitor, operate and evaluate ACCL CCTV surveillance systems to ensure the safety and security of ACCL campus.
- Assist with the daily management of Incident Management software, HALO, maintaining accurate records of all incidents and the actions taken.
- Facilitate radio communication and direction on events, in a professional and efficient manner.
- Assist in the coordination of evacuation and all other incident management procedures.
- Liaise with emergency services and other relevant stakeholders when necessary.

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

- Has the ability to perform duties safely on their own, using procedures and without direct supervision.
- Is happy to work rotating shift patterns, 24/7, 365 days a year, including nights, weekends and holiday periods.
- A willingness to learn, develop and show high level of commitment and professionalism.
- Able to deal with urgent and challenging situations, whilst engaging with people who may be feeling anxious.
- Understands the basic Company Protocols regarding Accident and Incident reporting.

It is required that you hold a valid SIA licence (CCTV and Door supervisor) and an advanced First aid certificate.

If you have drive, 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.

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

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: 12 May 2025

Interview Date: TBC

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.