

Marketing 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.

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 3 beehives on our campus grounds
- Carbon Neutral Campus
- Accessibility Strategy
- AccessAble Guide

The successful candidate will have experience and strong background in marketing particularly brand awareness and campaign delivery, experience influencing stakeholders and presenting ideas with impact. Knowledgeable in digital marketing and have excellent time management and organisational skills. Client management experience and excellent communication written, and verbal skills are essential.

The ideal candidate will have experience in both B2B and Consumer Marketing and possess strong knowledge in digital marketing and has excellent time management and organisational skills.

About Ticket Quarter:

Ticket Quarter is the dynamic ticketing division of the M&S Bank Arena, part of The ACC Liverpool Campus, connecting fans with live events, exhibitions, attractions, and more. Our mission is to provide seamless, industry-leading ticketing experiences while maximising commercial opportunities for clients across the UK.

Do you love live events, exciting experiences and creating campaigns that get people talking?

We are looking for a talented **Marketing Account Manager** who is passionate about marketing, confident working with clients and excited by the world of live event to join the team at Ticket Quarter, part of The ACC Liverpool Group (soon to be Liverpool Experience Campus).

About this role:

In this role, you'll help shape the marketing behind some of the region's (and nation's!) most exciting events, venues, and attractions, as well as championing Ticket Quarter's own brand and services. If you enjoy building relationships, developing impactful campaigns, and juggling a varied workload in an exciting environment, this could be the perfect next step

Main duties of this role include:

As our **Marketing Account Manager**, you'll take the lead on delivering high-quality marketing support for Ticket Quarter's clients. Your day-to-day will include:

- Leading marketing plans and campaigns for events, attractions, and venues across our client portfolio.
- Building strong client relationships, understanding their goals, and helping them maximise their marketing opportunities.
- Developing strategies to grow client loyalty, generate leads and increase regional and national reach.
- Managing and growing our social media channels, working closely with the Digital Marketing Manager on organic and paid activity.
- Driving brand awareness, both for Ticket Quarter and for clients, through creative and targeted marketing.
- Monitoring performance and providing ROI analysis to ensure campaigns continually improve.
- Representing Ticket Quarter at client meetings and networking events.

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:

- Shows high levels of emotional intelligence and resilience.
- You will work well in a team but have autonomy over your area of the business.
- You will be good at influencing and internal / external stakeholder management.
- You will be a confident communicator.

In addition to the above, the candidate will need to be enthusiastic, like minded and complement our experienced and talented team. 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.

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: 19 March 2026

Interview Date: 26 March 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.