

Guest Experience Advisor

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 currently looking for an experienced **Guest Experience Advisor** to join our team and play a key role in delivering exceptional service to our visitors, clients, exhibitors, and internal teams. You'll be the friendly face of our venues, helping to ensure every guest receives a warm welcome and a memorable experience.

This is an exciting opportunity for someone who is passionate about creating outstanding visitor experiences.

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 a Guest Experience Advisor, you'll be based across our Guest Experience and Business Centre desks, acting as a central point of contact for a wide range of queries and needs. From assisting with internal meetings to promoting exhibitor services, your role will be pivotal in upholding our five-star standards.

Main duties of this role include:

- Provide a warm, professional welcome to all visitors across our venues.
- Co-ordinate internal meetings and ensure they are delivered to a 5* standard.
- Ensuring all visitors have the correct accreditation for site access.
- Create schedule and manage bespoke digital content for internal meetings, on a daily basis.
- Actively promote and upsell our 'Exhibitor services', maximising revenue opportunities and facilitating the client and exhibitor invoicing process.

The ideal candidate will have experience in the events or hospitality sector, or a strong background in customer service. Experience coordinating and supporting internal meetings would also be desirable.

We're looking for someone who:

- Has enthusiasm and a passion for the events industry.
- Is highly organised and adaptable, with great attention to detail.
- Brings a collaborative spirit and thrives in a team environment.
- Communicates with honesty and professionalism.
- Embraces opportunities for personal and professional growth.
- Treats everyone with respect and helps create an inclusive, welcoming atmosphere.
- Finds joy in delivering exceptional service to every guest.

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: 9 July 2025

Interview Date: TBC

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.