

Assistant Hospitality Manager (fixed term)

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 **Assistant Hospitality Manager** to join our team.

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

We are currently recruiting for an Assistant Hospitality Manager on a fixed term basis – November 2025 – November 2026. The role will include leading the hospitality operations delivery in our premium hospitality spaces, leading the hospitality host team on conference and exhibitions, and leading on the customer feedback and complaint handling platform across the campus. This role will contribute to ensuring the visitor experience at ACC Liverpool is delivered to a 5* standard across the campus.

The successful candidate must have demonstrable experience within the events sector or working in a customer service focused role, as well as experience in managing a team, developing standard operational processes and procedures within a front of house operational role.

The role will focus on maximising on all opportunities to enhance the premium hospitality experience, continually look at mitigation measures for recurring areas of service failures across the campus and provide our conference and exhibition clients with a 5* host service. Experience of achieving demanding targets, excellent prioritising skills and the ability to communicate with internal and external stakeholders is crucial to this role.

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: 3rd October 2025

Interview Date: 10th October 2025

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.