

THE ACC LIVERPOOL GROUP

Job Description & Role Profile



Food and Beverage/Food and Beverage

Food & Beverage Manager, Premium – Sports and Entertainment

REPORTS TO: Head of Food and Beverage Services – Sports and Entertainment

DIRECT REPORTS: Assistant Manager, Floor Managers, Supervisors, Hosts, Bar servers, Casual workforce x 100

DOTTED LINE: Chefs, bar, cellar, BOH Logistics

JOB PURPOSE

The F&B Manager – Premium is responsible for the delivery of all premium hospitality food and beverage experiences across the ACC Liverpool campus. This includes VIP lounges, private suites, hospitality restaurants, meet-and-greet areas, and high-end pre-show dining.

The role ensures luxury-level service, culinary excellence, bespoke beverage offerings, and a premium guest experience that exceeds expectations for corporate clients, sponsors, and VIP guests.

MAIN DUTIES AND RESPONSIBILITIES

PREMIUM SERVICE LEADERSHIP

- Lead the end-to-end operation of all premium hospitality spaces, ensuring a flawless, high-touch service environment.
- Manage bespoke dining, canapé service, premium bars, table service, and curated beverage offerings.
- Work closely with the Head Chef on premium menus, tasting sessions, and experience design.

GUEST EXPERIENCE & SERVICE STANDARDS

- Deliver exceptional hospitality experiences tailored to premium clientele.
- Ensure staff deliver attentive service, personalised interactions, and expert product knowledge.
- Oversee service standards, room setups, ambience, wine service, and hospitality presentation.

COMMERCIAL & MENU DEVELOPMENT

- Drive commercial performance across premium dining packages, upselling, wine sales, and curated beverage experiences.
- Support menu design, wine pairings, and luxury product selection.
- Monitor customer satisfaction and identify service enhancements.

PEOPLE LEADERSHIP

- Lead and develop Premium Supervisors, Hosts, and Service Teams.
- Drive premium-focused training in etiquette, upselling, wine knowledge, and high-touch service.
- Conduct performance reviews and support career development.

OPERATIONAL PLANNING & EVENT COORDINATION

- Attend event planning meetings to understand premium client needs and expectations.
- Create bespoke hospitality plans for VIP arrivals, show schedules, corporate groups, and sponsor requirements.
- Ensure tight coordination with culinary, retail, bar, and event teams.

COMPLIANCE & STANDARDS

- Ensure compliance with licensing, food safety, health & safety, allergen management, and hygiene standards in all premium areas.
- Maintain accurate operational documentation and ensure all hospitality areas are audit-ready.

CONTINUOUS IMPROVEMENT

- Identify opportunities to innovate and elevate premium hospitality experiences.
- Incorporate market trends and guest insights into service development.

MANAGEMENT / SUPERVISOR RESPONSIBILITIES

- Lead and develop Food and Beverage Operations team.
- Ensure succession planning and staff engagement.
- Efficient management of multiple events and service
- Product range and services innovation to drive increased SPH.
- Financial performance and reporting

STRATEGIC RESPONSIBILITIES

- Drive continuous improvement and innovation in Premium offers.
- Align operations with ACC Liverpool's strategic objectives.

GENERAL

- Support and contribute to the “One Team” culture that drives exceptional service campus-wide.
- Maintain a strong on-site presence during events, ensuring operational excellence.
- Undertake any other duties commensurate with the role as required by the Head of Food & Beverage Services.
- To contribute to the success of our One Team culture to deliver our aims and objectives, maintaining a flexible and positive attitude.
- 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 main 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
TRAINING & QUALIFICATIONS	Personal Licence holder Hospitality Management qualification (desirable) Food Safety Level 3 minimum Wine, spirits training (desirable) Allergen Management Health and safety management	Essential	Application
EXPERIENCE	Strong experience in premium hospitality management within arenas, stadium, hotels, cruise lines or fine dining environments Experience managing high-end service teams and VIP guests. Strong track record in delivering luxury F&B experiences.	Essential	Application and Interview
SKILLS & KNOWLEDGE	Strong organisational and people leadership skills Strong operational knowledge of food & beverage services and safety compliance requirements Exceptional Service standard and hospitality knowledge Passionate about premium food, trends, and presentation Understanding of premium beverage, wines, cocktails, and curated offerings Confident in communicating and guest relation skills. Commercially aware with strong operational planning capability P&L awareness, financial forecasting, and margin management Excellent leadership communication and interpersonal skills Proficient in EPOS, time and attendance software and standard IT applications	Essential	Interview potential testing

KEY ATTRIBUTES	Polished, professional, confident Customer centric with a luxury mindset Calm in high pressure environments High attention to detail and presentation Creative, Proactive and solutions driven	Essential	Interview
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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