

Client Account Manager

Client Account Manager – Entertainment & Sports

The ACC Liverpool Group is at the heart of the city’s iconic waterfront, managing a world-class event campus comprising the M&S Bank Arena, ACC Liverpool, and Exhibition Centre Liverpool. Our portfolio also includes the Pullman Liverpool Hotel and ticketing agency Ticket Quarter.

As a leading organisation in Liverpool’s cultural and business scene, we’ve proudly hosted prestigious events such as the Eurovision Song Contest and more recently the Labour Party Conference in 2024, alongside an exciting schedule of entertainment and business events.

We are seeking a **Client Account Manager** to play a pivotal role in the success of our Entertainment and Sport events.

Key Responsibilities

- Manage the full ticketing lifecycle, including event setup, presales, and onsales, ensuring successful event delivery.
- Build and maintain relationships with promoters, organisers, and clients to enhance collaboration and maximise revenue.
- Liaise across teams to coordinate event logistics, marketing, and ticketing operations.
- Proactively manage ticket allocations, sales updates, and financial settlements to support clients and drive success.

What We’re Looking For

We’re seeking an organised and proactive professional with experience in events and ticketing. The ideal candidate will have:

- Strong knowledge of ticketing systems and the events industry.
- Proven sales and negotiation skills with a results-driven mindset.
- Excellent communication, organisational, and time management abilities.
- Proficiency in IT and a creative approach to problem-solving.
- Emotional intelligence and the ability to manage relationships effectively.

Why Join Us?

At The ACC Liverpool Group, you’ll be part of a passionate, innovative, and supportive team that thrives on delivering world-class events. If you have the drive, ambition, and enthusiasm to contribute to our ongoing success, this could be the perfect role for you.

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.

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, which increases with length of service
- An excellent local government pension scheme, whereby employer contribution is currently set at 14%
- Access to a premium health care policy, which includes an employee assistance 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 sickness pay scheme
- Free onsite parking right in the heart of the city centre
- Agile working and flexi time policies, where appropriate and in line with business needs
- A dedicated wellbeing strategy to support staff when at work

Closing Application Date: 18 February 2025

Interview Date: TBC

Start Date: ASAP

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.