

Assistant Guest Experience Manager

The ACC Liverpool Group, home to ACC Liverpool, M&S Bank Arena, Exhibition Centre Liverpool and ticketing agency TicketQuarter has established itself as a leading centre for conferences, entertainment, sport and exhibitions.

We are currently recruiting for a **Assistant Guest Experience Manager**. The role will include leading the Guest Experience team to ensure that the business centre services are constantly developed, and the visitor experience at ACC Liverpool is delivered to 5* standard across the campus.

The role will focus on maximising on all opportunities to enhance the delegate experience further by upselling associated services. Experience of achieving demanding targets, excellent prioritising skills and the ability to communicate with internal and external stakeholders is crucial to this role.

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 is of huge importance to us at the ACC Liverpool Group, and just some of the benefits staff can enjoy include:

- An enhanced holiday scheme, starting with 240 hours (inclusive of BH), 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.
- 30 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

Main duties of this role include:

- Leading the Guest Experience team to ensure that the services and customer service delivered are of a five-star standard across the campus. To enhance income generated by Business Centre and contribute to overall additional income to events.
- Leading on the visitor and delegate welcome experience by ensuring all Front of house areas are presented to the highest standard possible and that 5 star customer service is provided at all times.
- Leading the internal meeting booking process and ensure that each meeting is prepared for and delivered to a high standard, including the customer journey. The internal meetings should be managed to ensure energy and set up costs are kept to a minimum.
- Leading the exhibitor services online ordering platform ensuring that exhibitors are supported through their booking process and ACC internal teams have received essential event information to support delivery on event days.

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 has:

- demonstrable experience within the events sector or working in a customer service focused role.
- experience in line management or managing a team.
- experience in developing standard operational processes and procedures within a front of house operational role.

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: Friday 7th March

Interview Date: Week Commencing 17th March

For further information, assistance, or to obtain information, please contact the People Team on 0151 239 6084 or 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.