

Casual Event Security & Stewarding Supervisor

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, including the Eurovision Song Contest last year and in 2024, we will be hosting Labour Party Conference, in addition to a packed programme of entertainment and business events. Excellent stewarding is the cornerstone of keeping people safe and ensuring their visit to ACC Liverpool is enjoyable.

We are looking for experienced and knowledgeable **Casual Event Security Stewarding Supervisors** who focus on the visitors to our venue, lead their teams with enthusiasm and can deliver a first class service to the events we host.

Main duties of this role include:

- To assist the Event Security & Stewarding Managers on all Security and Stewarding operations across the ACC Liverpool group campus.
- To supervise dedicated Security and Stewarding staff during events, ensuring security measures are performed in line with ACC Liverpool procedures and policies.
- To be the link between Security and Stewarding teams and event delivery teams, working closely with ACC Liverpool Group Event and Front of House Managers.
- To ensure the Security & Stewarding are delivering the highest possible standard in customer service to ACC Liverpool visitors.
- To deliver team briefings to Security & Stewarding teams on the event floor.
- To ensure all Security & Stewarding staff are signed in and out for working duties, with correct uniform and presentation to perform their duties.
- To take responsibility for signing in and out the relevant kit to perform Security & Stewarding duties, including buildings keys, access card, ticket scanner etc.
- To respond to and report incidents in an accurate and timely manner, ensuring radio communications with the Security Control Room team.
- To be an advocate of Health & Safety and Fire Safety across the venue.
- To complete the relevant pre and post events checks using the Halo system, ensuring H&S concerns are raised and addressed with the on-duty manager.
- To allocate the relevant fire routes to Security & Stewarding teams and to assist with the coordination of emergency response plans during an event.
- To utilise First Aid at Work training and be the first responder to any First Aid incidents taking place during an event, escalating wherever necessary.
- To ensure Security & Stewarding kit and technology is deployed effectively during an event open period.
- To assist in the delivery of queue and crowd management plans during events.

The successful candidate will have experience in stewarding and security roles. An ability to motivate, communicate and be flexible with deployments to deliver the stewarding and security plan are essential for this role. Experience in leading people, giving clear direction and be motivated and customer focused.

The ideal candidate will also have experience of large music, sporting, conference, and exhibition events.

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.

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:

- Shows high levels of emotional intelligence and resilience.
- You will work well in a team but have autonomy over your area of the business.
- You will be good at influencing and internal / external stakeholder management.
- You will be a confident communicator.

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: Rolling
Interview Date: Rolling

For further information, assistance, or to obtain information, please contact the People Team 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.