

Client Account Manager

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 are set to welcome the Labour Party Conference in 2024, alongside an exciting schedule of entertainment and business events.

We are seeking a **Client Account Manager** on a **12-month Fixed Term Contract** to play a pivotal role in the success of our events. Acting as deputy to the Client Sales Manager when required, you will oversee the ticketing administration throughout the event lifecycle. From setup and presales to allocations and settlements, your expertise will ensure seamless operations and exceptional client satisfaction.

Key Responsibilities:

- Support the Client Sales Manager in all aspects of event management to ensure smooth execution and successful outcomes.
- Oversee ticketing operations, including event setup, presales, on-sales, allocation management, and settlements.
- Build and maintain strong relationships with promoter clients.
- Drive ticketing revenue growth for The ACC Liverpool Group.
- Be present on-site for ACC venue events within your remit, ensuring smooth ticketing operations and liaising with the events team and promoters.
- Provide occasional off-site box office support and participate in a fair rotation of weekend on-call cover for emergency ticketing updates.

What We're Looking For:

The ideal candidate will be a highly organised and proactive individual with significant experience in the events and ticketing sectors. You will demonstrate:

- Proven ability to influence decision-makers, negotiate effectively, and deliver impactful presentations.
- In-depth understanding of ticketing systems and the wider events industry.
- Strong sales expertise with a track record of delivering results.
- Exceptional organisational and time management skills, with the ability to manage multiple events and priorities simultaneously.
- Excellent communication skills, both verbal and written.
- Strong IT proficiency and a creative approach to problem-solving.
- Emotional intelligence, resilience, and the ability to build and manage relationships with internal and external stakeholders.

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.

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: 6 February 2025

Interview Date: TBC

For further information, assistance, or to obtain information or documents in other accessible formats, please contact the HR Team on 0151 239 6084 or 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.

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, which increases with length of service
- an excellent local government pension scheme, where by employer contribution is currently set at 14%
- 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 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