

Executive Assistant to the COO

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, from shows and conventions, business gatherings to exhibitions, developing our offer over the last decade to that of a world-class provider of venue and event services.

This is an exciting opportunity for a keen, self-starting, enthusiastic and experienced PA, Secretary or EA, to work closely with the Chief Operating Officer as her Executive Assistant.

Company Benefits

We are an award-winning, world-class venue where 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 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.
- A dedicated wellbeing strategy to support staff when at work.
- 27 Qualified Mental Health First Aiders on site.

The main areas of work include:

- Undertaking administrative tasks, such as diary management, printing and photocopying, processing, and managing emails, preparing documents, and maintaining e-filing systems.
- Coordinating and attending relevant meetings to take minutes, notes, and provide other administrative support.
- Managing incoming emails, calls, meeting requests and workstream related tasks, actions and responsibilities and following through where required.
- Supporting the COO's direct reports and their teams with updating documents, policies and company related information, setting up meetings and raising requisitions.

- Act as a liaison between the COO and internal/external stakeholders and meet and greet visitors for on-site meetings and site visits.
- Being fully competent with Microsoft Office programmes such as Word, Excel, Outlook, SharePoint, and willing to learn how to use the Company's events systems, SkyVisitor and Momentus Enterprise.

If you want to be part of a great team and join a business focused on outstanding customer service and the delivery of world class events, then this role offers a proactive, enthusiastic individual the opportunity to work in a role where you can support the COO with the day-to-day delivery across the broad remit of her role. To thrive in this exciting job, you should have experience in either secretarial, Executive or Personal Assistant roles or have worked in an administrative role where organising and managing your own workload and delivering on multiple workstreams has been at the core of your job. If you are keen to learn and be flexible in your approach to work and you want to work collaboratively and in partnership with colleagues and the COO, then this role provides a great opportunity to be part of a 'can do' team. To succeed in the role, you must have the knowledge and practical use of Microsoft Office and be able to cover the following responsibilities: diary management, be able to produce PowerPoint presentations, create and maintain spreadsheets, manage emails and inboxes, maintain e-filing systems, support with meetings by preparing agendas, taking meeting minutes and action notes, undertake research and make travel arrangements.

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 is a quick learner, will work flexibly, be confidential, professional, and agile in managing concurrent workload demands.

This vacancy may close early if the ideal candidate is found, so don't delay, apply today.

Closing Date: 19 May 2025

Interview Date: 21 May 2025 and 23 May 2025

For further information, assistance, or to obtain information, please contact the People via email recruitment@accliverpool.com.

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 – in the grounds of our campus, we have 3 beehives
- Carbon Neutral Campus
- Accessibility Strategy
- AccessAble Guide

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.