LIVERPOOL EXPERIENCE CAMPUS

SENIOR OPERATIONS AND GUEST EXPERIENCE MANAGER VACANCY

Liverpool Experience Campus is where extraordinary events and careers come to life. Located on Liverpool's iconic waterfront, our connected campus brings together award winning venues, on-site hotels, Ticket Quarter ticketing agency and a team of talented professionals who are passionate about creating unforgettable experiences. Home to a convention centre, 11,000-capacity arena and multi-hall exhibition centre, we deliver world class conferences, exhibitions, concerts, cultural events and corporate gatherings. We provide seamless event solutions that attract audiences from across the UK and beyond.

Proudly owned by Liverpool City Council, we exist to bring people together through culture, creativity, innovation and shared experiences. Whether you're welcoming guests, delivering events, driving ticket sales or supporting our operations behind the scenes, you'll play a vital role in shaping memorable moments and showcasing one of the UK's most vibrant destinations.

We are currently looking for a Senior Operations and Guest Experience Manager to join our team.

Company Benefits

At Liverpool Experience Campus our people are our greatest asset. We take pride in creating a supportive workforce with a range of benefits available to our colleagues, including:

- 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.
- Travel pass scheme.
- Cycle to Work scheme.
- Employee Reward Platform.
- A dedicated wellbeing strategy to support staff when at work.
- 25 Qualified Mental Health First Aiders on site.

At Liverpool Experience Campus, you'll be part of a team that is dedicated to making a real difference. Some of our key achievements and ongoing initiatives include:

- Disability Confident Employer.
- Sunflower Friendly Business.
- 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 on-site beehives.
- Carbon Neutral Campus.
- Accessibility Strategy.
- AccessAble Guide.

About the Role

We are looking for a highly organised, commercially aware and people-focused Senior Operations and Guest Experience Manager to join our Operations and Venue Management team on a job-share basis, working two days per week.

This is a senior operational leadership role with responsibility for leading the Operations Support and Guest Experience functions across the campus.

You will oversee the coordination of event staffing resources, guest experience services, hospitality operations, customer feedback processes and a range of support services that play a vital role in the successful delivery of events.

Working closely with operational and commercial colleagues, you will ensure that our services remain efficient, customer focused and commercially effective whilst maintaining the highest standards of safety, professionalism and guest experience.

You will lead a small team, collaborate with internal stakeholders and external service partners, and play a key role in driving continuous improvement across a number of business-critical functions.

This is a flexible role where working days will vary in line with event schedules and business demands. We are therefore looking for someone who can offer a degree of flexibility and adaptability to support the needs of a dynamic event environment.

Key Responsibilities

- Lead and support the Operations Support, Guest Experience and Hospitality FOH teams.
- Oversee event resource planning and coordination across security, stewarding, cleaning, hospitality and venue logistics services.
- Manage customer feedback and complaint processes, ensuring excellent service recovery and continuous improvement.
- Drive the ongoing development of guest experience standards across the campus.

- Support the delivery of hospitality offerings, VIP experiences and revenue-generating services.
- Monitor operational performance, analyse data and produce management reports.
- Manage contractor and supplier relationships, ensuring service standards and contractual obligations are achieved.
- Contribute to budget management, financial control and commercial performance.
- Support the planning and delivery of high-profile events and operational projects.
- Promote a culture of collaboration, accountability, innovation and exceptional customer service.

About You

You will be an experienced operational manager who enjoys building relationships, solving problems and making things happen.

You will have:

- Significant experience in an operational, venue management, hospitality or event management environment.
- Experience leading and developing teams.
- Strong stakeholder management and communication skills.
- Excellent organisational and planning abilities.
- Experience of managing service providers, contractors or outsourced services.
- Strong commercial awareness and budget management experience.
- The ability to balance operational priorities whilst maintaining exceptional customer service standards.
- A proactive, solutions-focused approach with excellent attention to detail.

If you are a hardworking and committed professional ready to contribute to our continued success, we'd love to hear from you.

Join us at Liverpool Experience Campus and be part of something extraordinary.

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: 20 November 2026
Interview Date: W/C 30 November 2026

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

Values

At Liverpool Experience Campus, our values shape every moment of how we work together. **One Big Team** means we collaborate, support each other and celebrate shared success. **Take The Initiative** empowers our people to be proactive and confident in making things happen. **All Welcome** reflects our commitment to inclusion, ensuring every colleague and visitor feels respected and valued. And with **Every Moment Matters**, we focus on delivering exceptional experiences - for our city and each other.

Equality, Diversity & Inclusion

We believe our strength lies in the diversity of our people. At Liverpool Experience Campus we're proud to champion equality, inclusion and belonging, creating an environment where every individual feels respected, valued and is encouraged to be themselves.
We strongly encourage and welcome applications from suitably qualified candidates from individuals of all backgrounds and identities regardless of age, disability, gender reassignment, marriage or civil partnership status, race, religion or belief, sex or sexual orientation.