



TITLE OF POSITION: Operations Manager – Overlay / Fit Out

REPORTS TO: Senior Operations Manager – Overlay / Fit Out

OFFICE LOCATION: Sydney, Australia

CONTRACT TYPE: Fixed Term, December 2027

ROLE OVERVIEW

The **Operations Manager – Overlay / Fit Out** is responsible for delivering temporary infrastructure and fit-out requirements across the Men's Rugby World Cup 2027 Experiences programme in Australia. The role leads assigned overlay workstreams, ensuring operational readiness, supplier performance, and safe, compliant delivery across venues and hospitality sites. Working closely with internal teams and contractors, the role supports timely, high-quality site readiness aligned to programme standards and delivery objectives.

MAIN ACCOUNTABILITIES

- **Overlay Delivery:** Deliver overlay and fit-out works across venues to ensure sites are fully operational, compliant, and ready in line with programme timelines, operational requirements, and delivered within high-quality project standards.
- **Supplier Management:** Manage contractors and suppliers to ensure delivery meets contractual, quality, budget, and schedule requirements.
- **Design Coordination:** Coordinate technical drawings and approvals to ensure accurate documentation aligned with venue constraints and brand standards.
- **Budget Control:** Support budget management to ensure overlay delivery remains within approved financial parameters and identify cost efficiencies.
- **Health & Safety:** Ensure all overlay activities comply with internal policies and procedures, WHS regulations and company policies to maintain safe, compliant working environments.
- **Stakeholder Coordination:** Collaborate with internal teams to align overlay delivery with wider event operations and ensure consistent execution across venues.
- **Project Reporting:** Maintain accurate project records and provide updates on progress, risks, and milestones to support informed decision-making.
- **Problem Resolution:** Identify and resolve operational challenges to maintain timelines, minimise disruption, and ensure delivery quality.
- **Sustainability Delivery:** Implement sustainable practices across sites to support waste reduction, recycling, and efficient resource use.
- **Onsite Delivery:** Lead delivery during installation and dismantling phases to ensure works are completed safely, efficiently, and to required standards.

KEY EXPERIENCE

- **Overlay Delivery Expertise:** Minimum 3+ years' experience delivering event overlay, temporary infrastructure, or venue fit-out within complex or multi-site environments.
- **Supplier Management:** Experience managing contractors and suppliers to meet delivery timelines, budgets, and quality standards.
- **Health & Safety Compliance:** Working knowledge of Australian WHS regulations and the ability to apply safe working practices within operational environments.
- **Technical Capability:** Ability to interpret technical drawings and coordinate documentation to support accurate and efficient delivery.

DESIRABLE COMPETENCIES

- **Collaboration:** Works effectively across teams and stakeholders to deliver aligned and consistent operational outcomes.
- **Problem Solving:** Demonstrates a practical, solutions-focused approach to resolving operational challenges and maintaining delivery continuity.
- **Attention to Detail:** Ensures accuracy and quality across planning, documentation, and execution phases.
- **Adaptability:** Maintains performance under pressure and responds effectively to changing priorities in fast-paced environments.

A passion for sports is beneficial but not essential.

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WHO WE ARE

STH Group is a **Sodexo Live!** company, with offices in London, Miami, Auckland, Sydney and Melbourne, enabling a truly global reach and service offering.

Our Company partners with event owners to make the biggest sporting events in the world – even better! From the Olympic Games in London and Tokyo, the Cricket World Cup in England & Wales to the Rugby World Cups in Japan, England, New Zealand and France, our award-winning team cover the globe to create travel and hospitality programmes with one simple ambition – to leave sports fans knowing they have just been part of an experience of a lifetime.

At STH, you **belong to something greater**; our experiences are unique and so are our people. Bring personality, your background and your desire for delighting others; in return we'll give you all you need to thrive. Through joining STH, you will be part of an inclusive and driven culture, that focuses on collective success and empowerment; we thrive on making the memorable, unforgettable for thousands of global sporting fans. We champion the ethos of the sports teams we represent and ensure our culture is one that is opportunity driven, both for the customers we serve – and the people who make them possible!

WHAT WE STAND FOR

STH Group identify the below values as fundamental commitments for every member of our team. Like the athletes we admire and connect with fans, we use these as our guiding compass in everything that we do, which supports a “one-team” mentality, culture-code and aligned directive.

- **Service Spirit:** We are customer obsessed, encouraging our teams to anticipate expectations and take pride in all services they deliver.
- **Spirit of Progress:** We strive to be trailblazers, we seek continuous improvement and innovation in everything that we do.
- **Team Spirit:** We thrive on winning together, delivering exceptional outcomes for our customers, employees, partners and the communities in which we operate.

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