



TITLE OF POSITION: Operations Manager – Venues & Events

REPORTS TO: Senior Operations Manager – Venues & Events

OFFICE LOCATION: Sydney, Australia

CONTRACT TYPE: Fixed Term, December 2027

ROLE OVERVIEW

The **Operations Manager – Venues & Events** is responsible for delivering venue-based operations across the Men's Rugby World Cup 2027 Experiences programme in Australia. The role leads operational planning and execution across multiple stadiums, ensuring readiness, supplier performance, and seamless event-day delivery. Working collaboratively across internal project teams and external partners, the role ensures high-quality guest experiences, operational efficiency, and delivery aligned to programme and commercial objectives.

MAIN ACCOUNTABILITIES

- **Operational Planning:** Develop venue operations plans to ensure readiness, aligned timelines, and consistent execution across all operational project sites.
- **Operational Delivery:** Deliver venue operations during events to ensure safe, compliant execution and a high-quality fan experience.
- **Service Excellence:** Enhance service standards across hospitality offerings to improve guest satisfaction and ensure premium experience delivery.
- **Supplier Management:** Manage venue and supplier partnerships to ensure delivery meets contractual, quality, cost, and performance expectations.
- **Stakeholder Coordination:** Coordinate with internal teams and external stakeholders to ensure alignment, effective communication, and seamless delivery.
- **Budget Control:** Manage operational budgets to ensure delivery within financial targets and identify opportunities for cost optimisation.
- **Compliance & Risk:** Ensure adherence to internal policies and procedures, WHS, and regulatory requirements to deliver safe, compliant, and risk-controlled operations.
- **Innovation & Efficiency:** Implement process improvements and technology solutions to enhance operational workflows and overall event delivery.
- **Sustainability Delivery:** Embed sustainable practices into venue operations to support waste reduction, energy efficiency, and environmental objectives.
- **Onsite Leadership:** Act as a key point of contact during event delivery, resolving issues and ensuring operational performance across venues.
- **Team Development:** Support training and capability development to improve team performance and consistency of service delivery.
- **Project Reporting:** Provide reporting on delivery progress, risks, and performance to support decision-making and continuous improvement.

KEY EXPERIENCE

- **Venue Operations Expertise:** Experience delivering large-scale venue or multi-site event operations, ideally within major sporting or hospitality environments.
- **Operational Delivery:** Proven ability to execute operational plans within fast-paced environments, ensuring quality, consistency, and adherence to deadlines.
- **Supplier & Commercial Management:** Experience managing supplier relationships, budgets, and contractual delivery to achieve operational and financial outcomes.
- **WHS & Risk Management:** Strong knowledge of WHS and risk management practices, ensuring safe and compliant event delivery.

DESIRABLE COMPETENCIES

- **Communication Skills:** Communicates clearly and confidently with stakeholders to ensure alignment and effective operational coordination.
- **Customer Focus:** Demonstrates a proactive approach to delivering high-quality guest experiences and continuously improving service standards.
- **Problem Solving:** Takes ownership of operational challenges, applying structured thinking to maintain delivery continuity and service quality.



- **Resilience:** Maintains performance and professionalism in fast-paced, high-pressure event environments.

A passion for sports is beneficial but not essential.

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.