



TITLE OF POSITION: Senior Account Manager

REPORTS TO: Head of Stakeholder Servicing

OFFICE LOCATION: Sydney, Australia

CONTRACT TYPE: Fixed Term, December 2027

ROLE PURPOSE

The **Senior Account Manager** leads stakeholder servicing delivery across our Stakeholder Programme within Australia. The role oversees planning, mobilisation, and delivery of the stakeholder programme, managing relationships and workstreams to ensure seamless delivery and exceptional guest experiences. Working with internal teams and partners, the role drives consistent execution aligned to commercial objectives and exceptional service standards.

MAIN ACCOUNTABILITIES

- **Programme Coordination:** Oversee stakeholder programme delivery to ensure milestone activities are achieved on time, enabling consistent and high-quality execution across all programme phases.
- **Stakeholder Management:** Manage stakeholder relationships to ensure clear communication, alignment of expectations, and high levels of satisfaction and retention.
- **Operational Planning:** Develop programme plans to manage timelines, dependencies, and risks, ensuring delivery remains on track and proactively managed.
- **Guest Experience:** Deliver end-to-end stakeholder guest experiences that meet agreed standards and enhance overall programme value.
- **Commercial Support:** Support commercial objectives by identifying opportunities to enhance stakeholder value and contribute to programme revenue outcomes.
- **Supplier Coordination:** Coordinate suppliers and partners to ensure delivery meets contractual, quality, and performance expectations.
- **Financial Control:** Support budget tracking and cost management to ensure delivery remains within financial parameters and identifies efficiencies where possible.
- **Issue Management:** Identify and resolve operational issues to minimise disruption and maintain delivery standards, escalating risks where required.
- **Reporting:** Produce reporting on programme progress, risks, and performance to support visibility and informed decision-making.
- **Continuous Improvement:** Drive process improvements and contribute to post-event reviews to enhance future programme delivery and stakeholder outcomes.

KEY EXPERIENCE

- **Programme Delivery:** Experience delivering multi-stakeholder programmes or events, ideally within sports, hospitality, or major event environments.
- **Stakeholder Management:** Proven ability to manage and influence stakeholder relationships, ensuring alignment and successful outcomes.
- **Operational Planning:** Strong experience in project planning, risk management, and delivery coordination in complex environments.
- **Commercial Awareness:** Understanding of how stakeholder servicing supports commercial performance, customer experience, and brand outcomes.

DESIRABLE COMPETENCIES

- **Organisation:** Highly organised with strong attention to detail and the ability to manage multiple priorities effectively.
- **Communication:** Confident communicator with the ability to build trusted relationships across diverse stakeholders.



- **Resilience:** Maintains performance under pressure in fast-paced and evolving environments.
- **Service Focus:** Demonstrates a commitment to delivering exceptional service and continuous improvement.

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.

Through joining STH, you can be part of a motivated, high-performing team that thrive on the excitement of working to bring fans to the heart of the action at the biggest sporting events in the world. We have a collaborative and driven culture, that focuses on collective success and empowerment – maximising opportunities to be innovative in our service offering and ensuring development opportunities are fruitful for our team!

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.