



TITLE OF POSITION: Account Manager
REPORTS TO: Account Director
NUMBER OF DIRECT REPORTS: 0
OFFICE LOCATION: Richmond, London
CONTRACT TYPE: Permanent

ROLE OVERVIEW

The Account Manager is critical in ensuring the seamless planning, delivery, and optimisation of projects within the STH UK team. This position requires close coordination with internal teams, rightsholders, stakeholders, and suppliers to deliver exceptional experiences on time, within budget, and to the highest operational standards. The ideal candidate will demonstrate strong project management skills, stakeholder engagement expertise, operational efficiency, and a proactive approach to process improvement, thriving in a fast-paced, high-performance environment. It will focus on the RWC 2027 contract but may include contracts not limited to Henley Royal Regatta, and Roland Garros.

MAIN ACCOUNTABILITIES

- **Plan and Deliver High-Impact Events:** Coordinate cross-functional teams, establish processes, and manage documentation to deliver projects on time, within budget, and to the highest standard to ensure exceptional event experiences and operational success.
- **Foster Strong Stakeholder Relationships:** Act as the primary point of contact for rightsholders, agents, suppliers, and internal teams, driving clear communication through comms plans, agendas, and well-led meetings to ensure seamless collaboration and project delivery.
- **Drive Budget Accuracy and Profitability:** Develop, monitor, and manage project budgets, collaborating with finance teams to process purchase orders and invoices accurately to ensure financial targets are met and profitability is maintained.
- **Safeguard Brand Integrity and Approvals:** Manage brand and package approval processes for marketing materials, liaising with internal and external stakeholders to ensure compliance with rightsholder standards and optimise client value.
- **Oversee Operational Event and Travel Delivery:** Coordinate venue, catering, supplier, travel, and accommodation logistics—including flights, transfers, hotels, and special requests while anticipating disruptions and implementing contingency plans to ensure premium client experiences and operational efficiency.
- **Ensure Legal Compliance and Market Protection:** Work with legal teams to manage supplier agreements and documentation, while monitoring markets for black-market activity to ensure contractual compliance and protect ticketing and sponsorship integrity.
- **Lead and Manage Agent Engagement:** Oversee the RFP process and contract management for agents, from proposal development to negotiation and compliance to ensure alignment with rightsholder objectives and commercial priorities.
- **Collaborate on Sales and Marketing Initiatives:** Partner with sales and marketing teams to maximise visibility and growth of travel programme and direct-to-consumer brands across multiple channels to ensure brand consistency and revenue generation.
- **Drive Continuous Improvement and Operational Excellence:** Analyse client feedback and performance data to identify opportunities for service enhancement, refining travel processes and optimising supplier relationships to ensure ongoing efficiency and superior client satisfaction.
- **Enable Seamless Ticketing Operations:** Support the ticketing team in all aspects of programme ticketing, contributing to the development and maintenance of Ticket Management Systems and websites to ensure operational efficiency and compliance.

KEY SKILLS

- **Relationship Management:** Ability to develop and maintain good working relationships with relevant internal and external stakeholders.
- **Attention to Detail:** Keen attention to detail, ensuring accuracy and thoroughness in all aspects of event planning and execution.
- **Composure:** Ability to work well under pressure, delivering high-quality results in fast-paced environments.
- **Time Management:** Strong time management skills, adept at prioritising tasks and meeting tight deadlines efficiently.
- **Communication Skills:** Excellent written and verbal communication skills, capable of effectively conveying information and ideas
- **Event Experience:** Previous experience working on large-scale events, providing valuable insights and practical knowledge for event management.

DESIREABLE COMPETNCIES

- **Industry Experience:** Minimum 3 years' experience in a similar role within an agency or stakeholder environment, demonstrating a solid understanding of the industry
- **Passion for Sports:** An interest in sport and the commercial landscape associated with it, bringing enthusiasm and insight into event-related activities.
- **Flexibility:** Can be flexible with working hours when required, accommodating the dynamic demands of event schedules.

SPORTS TRAVEL AND HOSPITALITY LIMITED

Oriel House, 26 The Quadrant, Richmond, TW9 1DL

www.sportstravelhospitality.com

Registered office: One Southampton Row, London, United Kingdom WC1B 5HA
Company number: 07322743



WHO WE ARE

[STH Group](#) is a [Sodexo Live!](#) company, with offices in London, Auckland, 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 of 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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