



TITLE OF POSITION: Event Operations Manager (STH NorAm)

REPORTS TO: Head of Event Operations

NUMBER OF DIRECT REPORTS: None

OFFICE LOCATION: Miami, USA

Principle Function:

We are seeking an experienced Event Operations Manager to join our team, dedicated to orchestrating, and enhancing the delivery of unforgettable sporting moments with a special focus on premium experiences through travel and hospitality. This pivotal role involves leading the planning and operational execution of complex events, ensuring high standards of service and operational excellence. The role will play a crucial role in connecting fans with unforgettable sporting experiences through innovative and efficient event management.

Essential Responsibilities:

- **Operational Planning and Execution:** Support the Head of Event Operations in the execution of operational plans, ensuring all processes align with strategic goals for seamless event delivery and operational fulfilment.
- **Policy Implementation:** Implement and uphold operational policies and procedures to standardise service delivery, ensuring high-quality and efficient execution across all events.
- **Service Standard Optimisation:** Assist in enhancing service standards for hospitality packages, incorporating innovative practices and fan feedback to continuously improve the attendee experience.
- **Supplier and Venue Coordination:** Coordinate relationships with suppliers and venues, ensuring contracts meet cost-effectiveness and quality standards. Monitor supplier performance to guarantee consistency and reliability.
- **Budget Monitoring and Financial Support:** Oversee financial tracking, assisting with budget creation, monitoring, and reporting to ensure operations are delivered within budget and identify areas for cost-saving.
- **Compliance and Risk Oversight:** Support compliance with relevant laws, regulations, and standards. Assist in developing and implementing risk management strategies to ensure safe and compliant event operations.
- **Stakeholder Coordination:** Maintain open communication with internal and external stakeholders, ensuring all parties are aligned with operational updates and event objectives.
- **Innovation and Efficiency Enhancement:** Drive innovation by supporting the introduction of new technologies or processes that enhance operational workflows and improve the overall fan experience.
- **Sustainability Practices:** Support the integration of sustainable practices into event operations, focusing on recycling, waste reduction, and energy efficiency initiatives that align with broader sustainability objectives.

SPORTS TRAVEL AND HOSPITALITY LIMITED

Avalon House, 72 Lower Mortlake Road, Richmond TW9 2JY

www.sportstravelhospitality.com



Qualifications / Key Skills:

- **Event Delivery:** Demonstrative experience in event operations, with proven expertise in managing large-scale events.
- **Operational Strategy:** Skilled in developing and executing operational plans that align with organisational goals and enhance event delivery.
- **Financial Management:** Strong budgeting, resource allocation, and financial reporting skills to ensure cost-effective event operations.
- **Supplier and Venue Management:** Experienced in negotiating and managing relationships with suppliers and venues, ensuring compliance with operational standards.
- **Effective Communication:** Ability to communicate clearly across all levels and with external stakeholders, ensuring smooth operations.
- **Customer Experience Focus:** Committed to enhancing fan experiences, driving innovative service delivery improvements.
- **Team Collaboration:** Strong team player and leader, supporting collaborative efforts and contributing to shared successes.
- **Resilience and Problem Solving:** Maintains composure under pressure, with a knack for creative problem-solving in dynamic event environments.

Other requirements:

- Hours may be extended or irregular to include nights, weekends and holidays.

COMPANY INFORMATION

[STH Group](#) is a [Sodexo Live!](#) company, with offices in London, Auckland, Melbourne, Sydney and soon to be Miami - 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 alongside numerous Grand Slam Tennis experience ventures, our award-winning team cover the globe to create travel and hospitality programmes with one simple ambition – to make the memorable, unforgettable for sports fans.

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.

This role will be part of an inaugural team to represent an exciting project of STH Group, a Sodexo Live company. Contracted through Sodexo Live as the U.S. operator, you'll be part of a team to spearhead the STH Group's first project – creating unforgettable fan experiences whilst endeavoring to establish a sustainable, long-term reputation and presence in the U.S. market.

KEY INFORMATION

Thank you for expressing interest in employment with Sodexo Live!. While only those candidates considered for this position will be contacted, your resume will remain on file for 90 days.

Sodexo Live! is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, sex, age, genetic information, status as a protected veteran or status as a qualified individual with a disability, or any other characteristic protected by applicable Federal, State or Local law.

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