

**TITLE OF POSITION: Head of Event Delivery****REPORTS TO: Account & Office Director (Melbourne) / dotted line to Group Event Delivery Director****OFFICE LOCATION: Melbourne, Australia****ROLE OVERVIEW**

The Head of Event Delivery is responsible for planning and executing the operational delivery of a diverse range of fan experiences. This includes all forms of commercial fan engagement from the highest levels of event travel, tours, excursions, and a whole host of premium experience realised in collaboration with STH AU contracted event stakeholders. Working as part of the STH Australia Senior Leadership Team (SLT), this role ensures the development of a high performing team, seamless deployment of strategic plans, detailed logistical planning, and the ultimate delivery of a world renowned, superior elite fan experience.

MAIN ACCOUNTABILITIES

- **Operational Execution and Strategic Deployment:** Oversee the operational delivery of a broad event-ticket inclusive experience program, ensuring alignment with the strategic plans of the business and exceeding rightsholder expectations.
- **Product and Service Enhancement:** Drive the development and realisation of a broad range of innovative and commercially viable ticket inclusive products. Enhance product offerings and customer service strategies, tailoring them to meet the dynamic needs of spectators and align with market trends for each event.
- **Stakeholder and Supplier Management:** Build and maintain effective relationships with key stakeholders including rightsholders, local tourism bodies, stadia venue teams, sponsors, suppliers, and service providers, ensuring collaborative success and strategic alignment.
- **Risk Management and Compliance:** Develop and enforce robust operational standards and risk management strategies to ensure compliance with regulatory standards and mitigate potential operational and revenue-related risks.
- **Financial Oversight and Budget Management:** Work closely with the finance team to manage budgets and financial reporting, ensuring fiscal responsibility and cost-effectiveness in the delivery of travel and hospitality services.
- **Supplier Research and Management:** Lead research to identify partners in relevant territories that support STH's objectives and manage key relationships with identified suppliers.
- **Procurement Processes:** Develop and implement procurement processes for appointing third-party suppliers, in conjunction with the Event Delivery Director and STH Legal team.
- **Compliance and Regulatory Standards:** Ensure compliance with all applicable regulatory standards, including planning permissions, building consents, and health & safety regulations.
- **Operational Performance Reporting:** Develop systems for operational performance reporting and risk assessment to ensure project delivery effectiveness.
- **Support the Event Delivery Director:** Assist in developing STH Group-wide standards and practices for premium experience operational fulfilment.
- **Local and Cross-Regional Team Collaboration and Leadership:** Lead and motivate the event delivery team, setting clear KPIs aligned with strategic objectives, fostering a culture of innovation and excellence to enhance the quality and consistency of event delivery across locations.
- **Sustainable Practice:** Champion the integration of sustainability within event operations, promoting environmentally responsible practices that align with the organization's commitment to reducing its carbon footprint.

KEY EXPERIENCE

- **Event Management Expertise:** Extensive experience in the operational delivery of large-scale international sporting events, with a proven track record in managing complex logistics and executing comprehensive event plans.
- **Leadership in Operations:** Demonstrated ability to lead and develop a multi-disciplinary team, ensuring effective delivery of multifaceted

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event components.

- **Stakeholder and Supplier Management:** Strong capabilities in managing relationships with key stakeholders and suppliers, ensuring alignment with event objectives and efficient resource utilization.
- **Customer Experience Focus:** Deep understanding of customer journey mapping and experience design, with experience in enhancing customer satisfaction through innovative solutions.

DESIREABLE COMPETENCIES

- **Strategic and Operational Agility:** Able to effectively translate strategic directives into operational success, demonstrating agility in adapting to evolving event requirements and challenges.
- **Collaborative Leader:** Exhibits strong leadership skills, fostering team cohesion and a collaborative work environment that encourages innovation and continuous improvement.
- **Exceptional Communicator:** Highly skilled in communication, able to articulate complex plans clearly and negotiate effectively with stakeholders to ensure project success.
- **Passionate about Enhancing Spectator Experiences:** Passionate about delivering unforgettable event experiences, driven to innovate and elevate hospitality and travel programs that captivate and engage global audiences.

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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