

TITLE OF POSITION: Head of Event Delivery
REPORTS TO: UK General Manager
NUMBER OF DIRECT REPORTS: Three
OFFICE LOCATION: Richmond, London
CONTRACT TYPE: Fixed term, December 2025

ROLE OVERVIEW

We are seeking a proactive Head of Event Delivery to join our team, dedicated to orchestrating unforgettable sporting moments with a special focus on premium experiences and hospitality. This role is pivotal in driving operational excellence and innovation, implementing strategic fulfilment plans and operations, developing exceptional service standards for ticket + experiences and hospitality packages. As Head of Event Delivery, you will oversee the development and review of robust, risk-efficient operational plans that align with the tournament/event business plan, manage budgets, and have experience working in sports stadia.

MAIN ACCOUNTABILITIES

- **Business Planning:** Drive the development and implementation of the STH UK business plan, ensuring premium experience operational fulfilment, and proactively create and review financial forecasts to guarantee the programme's operational success and profitability.
- **Team Leadership and Mentorship:** Lead and develop the Event Delivery team, supporting event specific strategies and enhancing cohesion and capabilities across projects.
- **Best Practice:** Align and ensure application of best practices across STH Operations teams to ensure consistent, high-quality delivery across territories.
- **Development of Premium Experiences and Hospitality Packages:** Steer the design and launch a range of premium experience products that minimise risk and maximise customer satisfaction, driving business growth and client retention.
- **Operational and Financial Tracking:** Establish and maintain systems to accurately track all expenditures against the budget, ensuring financial control and providing accurate forecasts that lead to sound decision-making and cost-effective operational delivery.
- **Supplier Research and Management:** Oversee research to identify and manage key partners in relevant territories, building strong supplier relationships that support STH's operational objectives and contribute to the seamless execution of events.
- **Procurement Processes:** Develop and execute effective procurement processes for appointing third-party suppliers, ensuring compliance with internal policies, and contributing to timely, cost-efficient project delivery.
- **Compliance and Regulatory Standards:** Ensure adherence to all regulatory standards, including planning permissions, building consents, and health and safety regulations, to mitigate legal risks and maintain a safe, compliant operating environment.
- **Operational Performance Reporting:** Develop and implement robust reporting systems for tracking operational performance and risk, enabling data-driven insights that improve project delivery outcomes and minimise risks.
- **Stakeholder Relationship Management:** Build and maintain strong relationships with internal and external stakeholders, leading a team that fosters collaboration and alignment with STH's objectives for the successful delivery of events.
- **Support the Event Delivery Director:** Assist in the development of STH Group-wide standards and practices for premium experience operational fulfilment, ensuring consistency and excellence in event delivery across all projects.

KEY SKILLS

- **Relevant Experience:** Previous experience in a similar role and demonstrable knowledge of sports stadia operations and hospitality food and beverage services. Experience and understanding working with and/or in a sport organising committee.
- **Organisational Skills:** Exceptional organisational and multitasking skills, focusing on attention to detail to oversee various operational aspects simultaneously without compromising quality.
- **Budget Management:** Demonstrable ability to effectively manage resources to maintain high standards within financial constraints.
- **Project Management:** Experienced in project management and tracking tools.
- **Stakeholder Engagement:** Strong skills in managing relationships with key stakeholders, including suppliers, organising committees, and regulatory bodies, ensuring collaborative success.
- **Regulatory Knowledge:** Knowledge of the structure and workings of organising committees and the local regulatory environment.

Desirable Skills:

- **Interpersonal Skills:** Great interpersonal skills and skilled at getting the best from the team.
- **Adaptability:** Adaptable to changing circumstances whilst maintaining operational efficiency and meeting evolving event requirements.
- **Customer Service Orientation:** Driven by quality and aspire to deliver great customer service.
- **Negotiation and Facilitation:** Strong negotiation and facilitation skills.
- **Cultural Sensitivity:** Skilled at navigating diverse cultural landscapes, ensuring respectful and effective interactions in a global event setting, which is essential for international sports events

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.