



TITLE OF POSITION: Head of Event Operations (STH NorAm)

REPORTS TO: Managing Director / *dotted line to Group Event Delivery Director*

NUMBER OF DIRECT REPORTS: Up to 3

OFFICE LOCATION: Miami, USA

Principle Function:

We are seeking an experienced Head of Event Operations to join our team, dedicated to orchestrating unforgettable sporting moments through premium travel and hospitality experiences. This role is responsible for developing and implementing strategic fulfilment and operational plans, driving exceptional service standards for travel and hospitality packages for major sporting events.

Essential Responsibilities:

- **Business Planning:** Development and implementation of business plan in respect of premium experience operational fulfilment, managing clear financial forecasts through operational delivery.
- **Team Leadership and Mentorship:** Build and lead the Event Operations team to continuously improve the customer journey and delivery exemplary operational excellence standards.
- **Development of Travel and Hospitality Packages:** Collaborate with the Event Delivery Director and Account Manager to develop a range of effective, innovative and risk-efficient premium experience products.
- **Partnership support:** Work with the partner project teams to support aligned delivery.
- **Operational and Financial Tracking:** Maintain systems and processes for tracking all expenditure against budget, ensuring accurate forecasts and budget management.
- **Supplier 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.
- **Stakeholder Relationship Management:** Build and maintain strong relationships with internal and external stakeholders, including internal teams and relevant event stakeholders.
- **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.
- **Support the Event Delivery Director:** Assist in developing STH Group-wide standards and practices for premium experience operational fulfilment.

SPORTS TRAVEL AND HOSPITALITY LIMITED

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

www.sportstravelhospitality.com



Qualifications / Key Skills:

- **Relevant Experience:** A minimum of three years leadership experience in a senior role, with deep knowledge of sports stadia operations and hospitality services in the United States. Familiarity with working with or within a sport organising committee.
- **Operational Strategy and Deployment:** Expert in developing and executing operational strategies and project plans, ensuring high-quality event delivery.
- **Advanced Budget Management:** Strong ability to manage large-scale resources and maintain high operational standards within tight financial constraints.
- **Stakeholder Expertise:** Proven track record of managing relationships with key stakeholders, including suppliers, organising committees, and regulatory bodies, understanding relevant structure and regulations ensuring strategic alignment and success.
- **Leadership and Interpersonal Skills:** Exceptional interpersonal and leadership skills, driving team performance and collaboration.
- **Adaptability and Negotiation:** Highly adaptable in changing environments, with strong negotiation and facilitation skills to navigate evolving event demands.

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.

SPORTS TRAVEL AND HOSPITALITY LIMITED

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

www.sportstravelhospitality.com