



TITLE OF POSITION: Inventory Manager – Accommodation & Experiences

REPORTS TO: Head of Travel & Tourism

OFFICE LOCATION: Sydney, Australia

CONTRACT TYPE: Fixed Term, December 2027

ROLE OVERVIEW

The Inventory Manager oversees the implementation, optimisation, and control of inventory systems for accommodation and experiences, ensuring accurate availability and efficient allocation to maximise revenue and deliver exceptional customer experiences. Working closely with suppliers and internal teams, this role combines system management, data analysis, and strong partner relationships to maintain compliance, secure inventory, and support seamless packaging for Men's Rugby World Cup (RWC) 2027 Experiences in Australia.

MAIN ACCOUNTABILITIES

- System Implementation:** Lead the implementation and configuration of inventory management systems for accommodation and experiences, ensuring seamless integration that improves operational efficiency and supports strategic objectives.
- Inventory Data Management:** Oversee migration, input, and maintenance of accommodation and experience inventory data, ensuring accuracy and integrity to support real-time availability and seamless booking processes.
- System Optimisation:** Manage day-to-day operations of inventory systems to ensure optimal performance and accurate availability across multiple sales channels.
- Inventory Planning & Forecasting:** Develop and maintain forecasting models to support accurate inventory allocation based on demand and market trends.
- Inventory Control & Reconciliation:** Establish robust control procedures to prevent over/under allocation and conduct regular audits for accuracy.
- Supplier Relationship Management:** Build and maintain strong relationships with hotel partners and experience suppliers to secure inventory, negotiate terms, and ensure service delivery meets contractual obligations.
- Training & Support:** Deliver training programs and user guides for staff on system functionalities and best practices, ensuring staff proficiency and consistent system adoption to optimise operational efficiency.
- Data Analysis & Reporting:** Analyse inventory data to identify trends and provide that inform actionable insights for pricing, availability and strategic decision-making.
- Process Improvement:** Recommend and implement process changes or automation tools that reduce manual workload and improve system efficiency.
- Stakeholder Management:** Coordinate with internal teams and suppliers to align inventory availability and delivery timelines with operational requirements.
- Risk & Budget Management:** Conduct risk assessments and provide timely reporting with recommendations to senior leadership ensuring proactive mitigation and informed financial decisions that keep projects on track and within budget.
- Customer Relations Insights:** Gather all customer-related information (e.g., location, inclusions, etc.) and feed this into the Customer Relations team to enable timely, clear communication and a seamless client experience.

KEY EXPERIENCE

- Global Inventory Management:** Minimum 5 years' experience in inventory management within accommodation, travel, or hospitality sectors.
- Project Coordination Proficiency:** Proven experience with system implementation and optimisation.
- Stakeholder Engagement:** Strong project coordination and stakeholder engagement skills.
- Adaptability to Change:** Ability to adapt quickly to changing circumstances and event requirements.
- Detail-Oriented Organisation:** Exceptional organisational and multitasking abilities.

DESIRABLE COMPETENCIES

- Operational Analysis and Execution:** Strong analytical and problem-solving skills.
- Communication and Collaboration:** Effective communication and collaboration across departments.
- Technical proficiency:** Excellent proficiency in systems, including Adobe Commerce and Microsoft Office (especially Excel) to manage analyse data effectively.



- **Compliance Driven:** Highly observant and security-conscious, ensuring stringent compliance.
- **Collaborative Approach:** Demonstrated ability to work effectively in a team environment, ensuring collaboration across departments to meet and exceed project goals.

A passion for sports is beneficial but not essential.

WHO WE ARE

STH Group is a Sodexo Live! company, with offices in London, Miami, Auckland, Sydney 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 on 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.