



TITLE OF POSITION: Operations Coordinator

REPORTS TO: Head of Event Delivery / *dotted line to Operations Manager*

OFFICE LOCATION: Melbourne, Australia

CONTRACT TYPE: Permanent

ROLE OVERVIEW

The Operations Coordinator supports the successful delivery of our event programmes within Australia by coordinating operational activity across ticketing, bookings, suppliers and on-site delivery. This role ensures accurate customer records, timely communications and effective execution across multiple projects. Working closely with the Event Delivery and project teams, this position contributes directly to premium customer experiences, operational efficiency and driving repeat business.

MAIN ACCOUNTABILITIES

- **Operational Coordination:** Support end-to-end operational delivery across ticketing, procurement, logistics and on-site activity to ensure programmes are delivered on time and to standard.
- **Booking Management:** Maintain accurate customer bookings, amendments, cancellations and refunds to protect revenue integrity and ensure reliable customer records.
- **Customer Communication:** Manage shared inboxes and respond to customer enquiries promptly, ensuring consistent, high-quality service and issue resolution.
- **Supplier Liaison:** Coordinate with suppliers to confirm arrangements, resolve queries and support timely delivery of agreed services.
- **Customer Documentation:** Prepare and distribute itineraries, confirmation packs and event information to ensure customers are well-informed and prepared.
- **Inventory Control:** Prepare and maintain accommodation rooming lists and manifests to optimise inventory use and minimise last-minute adjustments.
- **Ticket Administration:** Verify, allocate and distribute tickets accurately to ensure customers receive correct access ahead of events.
- **Operational Tracking:** Maintain registers, trackers and logs to provide clear operational visibility and support informed decision-making.
- **Stakeholder Alignment:** Coordinate with Sales, Marketing and internal teams to align customer communications with commercial and delivery milestones.
- **On-Site Support:** Provide front-line customer service at events, resolving issues in real time and contributing to a seamless event experience.
- **Continuous Improvement:** Capture post-event feedback and contribute to improving templates, processes and operational ways of working.

KEY SKILLS AND EXPERIENCE

- **Event Coordination:** Experience supporting multi-component travel, hospitality or event programmes in a deadline-driven environment.
- **Systems & Data:** Confident using booking systems, CRM platforms and spreadsheets to manage data accurately.
- **Customer Service:** Proven ability to manage enquiries and resolve issues while maintaining high service standards.
- **Communication Skills:** Strong written and verbal communication skills when working with customers, suppliers and internal teams.

DESIRABLE COMPETENCIES

- **Attention to Detail:** Works methodically and accurately across data, documentation and operational processes.
- **Service Mindset:** Demonstrates a strong commitment to delivering premium customer experiences.

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- **Adaptability:** Remains calm and effective during busy operational periods and live events.
- **Team Collaboration:** Works positively with colleagues and partners, contributing to a one-team culture.

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.

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