



TITLE OF POSITION: Senior Event Delivery Manager
REPORTS TO: Head of Premium Experiences
OFFICE LOCATION: Auckland, New Zealand
CONTRACT TYPE: Permanent

ROLE OVERVIEW

The Senior Event Delivery Manager leads the strategic planning, coordination, and delivery of exceptional, customer-centric premium travel and hospitality experiences at major sporting events. Reporting to the Head of Premium Experiences, this role drives team accountability for operational success, collaborating with internal departments and external stakeholders to ensure alignment with STH Group's strategic objectives. With a strong focus on operational efficiency, financial oversight, and sustainable practices, the Senior event Delivery Manager will bring innovation and expertise to provide guidance across the broader Premium Experiences team to enhance consistency, efficiency, and service excellence.

MAIN ACCOUNTABILITIES

- **Strategic Planning and Execution:** Lead the strategic planning and operational delivery of premium travel and hospitality experiences, ensuring alignment with STH Group's objectives to deliver seamless, world-class events.
- **Operational Delivery:** Oversee the end-to-end customer experience for premium hospitality guests, ensuring every touchpoint reflects the highest level of service and drives satisfaction and repeat business.
- **Service Standard Execution:** Implement and maintain service standards for travel and hospitality packages, focusing on delivering bespoke and responsive event services to enhance the attendee experience.
- **Stakeholder Management:** Lead negotiations and maintain high-value relationships with OTAs, suppliers, venues, and key internal and external stakeholders to ensure cost-effective, reliable service delivery that meets premium standards.
- **Financial Oversight and Optimisation:** Develop and manage event budgets, monitoring financial performance to ensure efficient delivery and identify opportunities for cost savings without compromising quality.
- **Compliance and Risk Management:** Implement and oversee risk management and contingency plans, ensuring compliance with all applicable regulations, standards, and company policies, mitigating risks to ensure safe and successful event operations.
- **Product Development:** Collaborate with the Event Delivery team to contribute ideas for developing innovative and profitable packages that resonate with global sports fans and enhance the fan experience.
- **Innovation and Process Improvement:** Identify and implement innovative solutions, including new technologies and practices, to enhance operational workflows and elevate the premium hospitality offering.
- **Event Collateral and Merchandise Management:** Assist in the design and delivery of event collateral and merchandise, ensuring all items align with procurement policies and the organisation's social impact goals.
- **Sustainability Initiatives:** Support the integration of sustainable practices into event operations, including recycling and waste reduction, in alignment with STH's sustainability objectives.
- **Post-Event Evaluation and Continuous Improvement:** Conduct post-event analyses to capture insights and learnings, refining processes and strategies to enhance future event delivery.

KEY EXPERIENCE

SPORTS TRAVEL AND HOSPITALITY NEW ZEALAND LIMITED
Level 4, Tower 2, 205 Queen Street, Auckland, 1010, New Zealand

www.sportstravelhospitality.com

Registered office: Level 4, Tower 2, 205 Queen Street, Auckland, 1010, New Zealand
Company number: 3880562



- **Premium Event Leadership:** Proven track record in leading the planning and execution of high-profile sports or hospitality events, with a focus on premium service delivery.
- **Strategic and Financial Oversight:** Extensive experience in developing operational strategies, managing budgets, and driving financial optimisation in large-scale, multi-stakeholder environments.
- **Risk Management and Compliance:** Familiarity with risk management processes and ensuring compliance with health and safety standards in event operations.

DESIREABLE COMPETENCIES

- **Effective Communication:** Strong communication skills with the ability to coordinate and collaborate effectively with both internal teams and external stakeholders.
- **Customer Experience Focus:** Passion for delivering exceptional fan experiences, with a focus on improving service delivery and attendee satisfaction.
- **Problem-Solving Skills:** Adept at quickly addressing operational challenges and implementing solutions to improve event outcomes.
- **Resilience Under Pressure:** Ability to maintain composure and make effective decisions under the pressure of managing fast-paced, high-profile 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.

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