



**TITLE OF POSITION:** Senior Event Delivery Manager (Event Management)

**REPORTS TO:** Head of Event Delivery

**OFFICE LOCATION:** Sydney, Australia

## ROLE OVERVIEW

We are seeking an experienced Senior Event Delivery Manager to join our team, dedicated to orchestrating, and enhancing the delivery of unforgettable sporting moments with a special focus on premium experiences through travel and hospitality. This pivotal role involves leading the planning and operational execution of a complex multi-stadium event, ensuring high standards of service and operational excellence. The Senior Event Delivery Manager will play a crucial role in connecting fans with unforgettable sporting experiences through innovative and efficient event management.

## MAIN ACCOUNTABILITIES

- **Operational Planning and Execution:** Support the Head of Event Delivery in the execution of operational plans, ensuring all processes align with strategic goals for seamless event delivery and operational fulfilment.
- **Policy Implementation:** Implement and uphold operational policies and procedures to standardise service delivery, ensuring high-quality and efficient execution across all events.
- **Service Standard Optimisation:** Assist in enhancing service standards for hospitality packages, incorporating innovative practices and fan feedback to continuously improve the attendee experience.
- **Supplier and Venue Coordination:** Coordinate relationships with suppliers and venues, ensuring contracts meet cost-effectiveness and quality standards. Monitor supplier performance to guarantee consistency and reliability.
- **Budget Monitoring and Financial Support:** Oversee financial tracking, assisting with budget creation, monitoring, and reporting to ensure operations are delivered within budget and identify areas for cost-saving.
- **Compliance and Risk Oversight:** Support compliance with relevant laws, regulations, and standards. Assist in developing and implementing risk management strategies to ensure safe and compliant event operations.
- **Stakeholder Coordination:** Maintain open communication with internal and external stakeholders, ensuring all parties are aligned with operational updates and event objectives.
- **Innovation and Efficiency Enhancement:** Drive innovation by supporting the introduction of new technologies or processes that enhance operational workflows and improve the overall fan experience.
- **Sustainability Practices:** Support the integration of sustainable practices into event operations, focusing on recycling, waste reduction, and energy efficiency initiatives that align with broader sustainability objectives.

## KEY SKILLS AND EXPERIENCE

- **Event Delivery:** Demonstrative experience in event operations, with proven expertise in managing large-scale events.
- **Operational Strategy:** Skilled in developing and executing operational plans that align with organisational goals and enhance event delivery.
- **Financial Management:** Strong budgeting, resource allocation, and financial reporting skills to ensure cost-effective event operations.
- **Supplier and Venue Management:** Experienced in negotiating and managing relationships with suppliers and venues, ensuring compliance with operational standards.

## SPORTS TRAVEL AND HOSPITALITY LIMITED

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

[www.sportstravelhospitality.com](http://www.sportstravelhospitality.com)



## DESIREABLE COMPETNCIES

- **Effective Communication:** Ability to communicate clearly across all levels and with external stakeholders, ensuring smooth operations.
- **Customer Experience Focus:** Committed to enhancing fan experiences, driving innovative service delivery improvements.
- **Team Collaboration:** Strong team player and leader, supporting collaborative efforts and contributing to shared successes.
- **Resilience and Problem Solving:** Maintains composure under pressure, with a knack for creative problem-solving in dynamic event environments.

## 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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