



TITLE OF POSITION: Senior Event Delivery Manager (Food & Beverage)

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 particular focus on catering within premium travel and hospitality experiences. This pivotal role involves leading the planning and operational execution of a complex multi-stadium event, ensuring high standards of service, operational efficiency, and compliance. The Senior Event Delivery Manager will play a crucial role in connecting fans with bespoke, innovative catering experiences through effective supplier engagement and delivering exceptional event services.

MAIN ACCOUNTABILITIES

- **Operational Planning and Execution:** Lead the execution of operational plans, ensuring all processes are aligned with strategic goals to deliver seamless event execution. Maintain a dedicated focus on catering logistics and supplier coordination to ensure high service standards and operational efficiency.
- **Elevate Service Standards:** Lead initiatives to enhance service standards, ensuring hospitality offerings are diverse and innovative while delivering exceptional attendee experiences aligned with guest expectations.
- **Optimise Supplier Engagement:** Manage supplier and venue relationships to ensure cost-effective, high-quality service, actively monitoring supplier performance to ensure reliability and alignment with parent company standards.
- **Facilitate Stakeholder Collaboration:** Coordinate effectively with internal and external stakeholders to ensure clear communication and alignment on operational updates and event objectives, enhancing event delivery.
- **Drive Innovation:** Introduce and implement new technologies and processes to improve operational efficiency, delivering enhanced fan experiences through innovation in catering and event services.
- **Sustainable Practice:** Work with the Senior Sustainability Manager and relevant parent company representatives to leverage insights and lead efforts to integrate sustainable sourcing and waste reduction into event operations, ensuring all practices align with the company's sustainability objectives and social impact goals.
- **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, with particular attention to optimising catering costs and supplier management.
- **Ensure Policy Compliance:** Ensure all operational processes comply with established company policies and procedures, driving consistent, high-quality service delivery and operational excellence across all events.
- **Compliance and Risk Oversight:** Support compliance with relevant laws, regulations, and standards including food safety, health and safety regulations, and ethical sourcing. Assist in developing and implementing risk management strategies to ensure safe and compliant event operations.

SPORTS TRAVEL AND HOSPITALITY LIMITED

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

www.sportstravelhospitality.com



KEY SKILLS AND EXPERIENCE

- **Event Delivery:** Demonstrable experience in event operations, with a proven track record of managing large-scale events, particularly with a focus on catering logistics and service excellence.
- **Catering and Supplier Engagement:** Expertise in managing and negotiating supplier relationships, with a strong focus on ensuring high standards in catering services, sustainability, and compliance with company and industry regulations.
- **Operational Strategy:** Skilled in developing and executing operational plans that align with organisational goals and enhance the quality and efficiency of event delivery, particularly in food and beverage services.

DESIREABLE COMPETNCIES

- **Effective Communication:** Ability to clearly communicate with stakeholders, including suppliers, venues, and internal teams, ensuring smooth, collaborative operations.
- **Customer Experience Focus:** Committed to delivering exceptional fan experiences, driving innovation and excellence in catering and hospitality services.
- **Team Collaboration:** Strong team player and leader, fostering a collaborative environment that supports shared goals, particularly in delivering cohesive catering and event services.
- **Resilience and Problem-Solving:** Demonstrates composure and creativity in dynamic event environments, with a proactive approach to resolving operational and supplier-related challenges.

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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