



**TITLE OF POSITION:** Senior Operations Manager – Venues & Events

**REPORTS TO:** Head of Event Delivery

**OFFICE LOCATION:** Sydney, Australia

**CONTRACT TYPE:** Fixed Term, December 2027

## ROLE OVERVIEW

We are seeking an experienced Senior Operations Manager – Venues & Events 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 hands-on operational execution of a complex multi-stadium event for Men's Rugby World Cup (RWC) 2027 Experiences in Australia ensuring high standards of service and operational excellence. The Senior Operations Manager will play a crucial role in connecting fans with unforgettable sporting experiences through innovative and efficient event management.

## MAIN ACCOUNTABILITIES

- **Operational Planning & Execution:** Support the Head of Event Delivery in executing operational plans, ensuring all processes align with strategic goals to deliver seamless event operations and fulfill Men's Rugby World Cup Experiences 2027 objectives.
- **Policy Implementation:** Implement and uphold operational policies and procedures for business compliance and to standardise service delivery and ensure consistent, high-quality execution across all events.
- **Service Standard Optimisation:** Assist in enhancing service standards for hospitality packages by incorporating innovative practices and fan feedback to improve attendee experience and satisfaction.
- **Supplier & and Venue Coordination:** Coordinate relationships with suppliers and venues, ensuring contracts meet cost-effectiveness and quality standards to guarantee performance, reliability, consistency, and value.
- **Stakeholder Coordination:** Maintain open communication with internal and external stakeholders to ensure alignment on operational updates and achievement of Rugby World Cup Experiences 2027 objectives.
- **Budget Monitoring & Financial Support:** Oversee financial tracking and assist with budget creation, monitoring, and reporting to ensure operations remain within budget and identify opportunities for cost savings.
- **Compliance & Risk Oversight:** Support compliance with relevant laws, regulations, and standards, and assist in developing risk management strategies to ensure safe, compliant, and disruption-free event operations.
- **Innovation & Efficiency Enhancement:** Identify opportunities and drive innovation by supporting new technologies or processes to improve operational workflows and enhance the overall fan experience.
- **Sustainability Practices:** Support the integration of sustainable practices into event operations, focusing on recycling, waste reduction, and energy efficiency to align with organisational sustainability objectives and reduce environmental impact.
- **Onsite Leadership:** Act as the primary point of contact during event time, resolving issues and ensuring operational excellence to deliver a smooth and successful event experience.
- **Staff Training & Development:** Provide professional guidance and identify opportunities for training and development to build team capability and improve performance outcomes.
- **Reporting & Documentation:** Provide accurate reporting on milestones, risks, and delivery status, and maintain detailed records to support continuous improvement and enable post-event review and knowledge transfer.

## KEY EXPERIENCE

- **Venue & Event Operations:** Minimum 5 years' experience managing large-scale venue operations or major sporting events, including multi-venue programs from planning through to onsite execution.
- **Operational Strategy:** Proven ability to develop and execute operational plans aligned with organisational goals, while managing multiple projects under pressure and maintaining accuracy and deadlines in fast-paced environments.
- **Commercial & Supplier Management:** Strong experience in budgeting, resource allocation, cost optimisation, and financial reporting, combined with expertise in negotiating and managing supplier and venue relationships to ensure compliance with operational standards.
- **WHS & Risk Management:** In-depth knowledge of Australian Work Health & Safety regulations and demonstrated ability to embed compliance and risk mitigation strategies into event delivery.
- **Technical & Analytical Capability:** Skilled in interpreting technical documentation (e.g., layouts, CAD outputs) and leveraging data-driven insights to support operational decision-making and continuous improvement.



## DESIRABLE COMPETENCIES

- **Collaborative Leadership:** Demonstrated leadership style that fosters collaboration, effectively influence, and align stakeholders.
- **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, supporter of collaborative efforts and contributor to shared successes.
- **Resilience & Problem Solving:** Exhibits strong analytical skills and maintains composure under pressure, with a knack for creative problem-solving in dynamic event environments.

**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.