



**TITLE OF POSITION:** Ticketing Manager (STH NorAm)

**REPORTS TO:** Head of Event Operations / *Dotted line to Group Head of Ticketing*

**NUMBER OF DIRECT REPORTS:** None

**OFFICE LOCATION:** Miami, USA

**Principle Function:**

We are looking for an experienced Ticketing Manager to work in our Event Delivery team to be a pivotal player in delivering exceptional ticketing services for an upcoming major global event. This role focuses on managing daily ticketing operations, developing and implementing ticketing strategies, and maintaining high standards of customer service and operational efficiency to enhance fan experiences.

**Essential Responsibilities:**

- **Ticketing operations and strategy implementation:** Lead the development and execution of comprehensive ticketing strategies to optimise inventory management and event delivery, ensuring we meet contractual obligations and deliverables through efficient and seamless operational execution across all events.
- **Ticket allocation and distribution:** Coordinate with the Managing Director, Account Manager and Group Head of Ticketing to ensure that ticket allocations by event, venue, package, and category are efficiently managed and meet all relevant requirements.
- **Customer ticketing experience:** Guide the development and optimisation of ticketing systems and technology to improve customer service and operational efficiency.
- **Risk assessments:** Work proactively and cross-functionally with STH teams on continued risk-assessments associated with ticket inventory, financial forecasting, and operational delivery planning.
- **Stakeholder communications:** Build, strengthen and own key relationships with internal and external stakeholder and partners.
- **Data management and reporting:** Owning the creation and management of ticketing data across multiple systems; interpreting, analysing and manipulating data into a functional format for key stakeholders to aid in financial forecasting and budget management.
- **Operational delivery:** Lead event day ticketing operations, being a key escalation point, decision maker and supporting the wider tournament and programme delivery plan.
- **Process Improvement:** Identify growth and development opportunities across STH programmes and processes, working collaboratively to bring about change.
- **Compliance & Regulatory Adherence:** Ensure all ticketing operations comply with venue regulations, league policies, resale laws, and data protection requirements to maintain integrity and avoid legal issues.

**SPORTS TRAVEL AND HOSPITALITY LIMITED**

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

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



### Qualifications / Key Skills:

- **Ticketing Systems Experience:** A minimum of 3 years of experience with ticketing systems and processes for large-scale sporting events.
- **Leadership and Strategic Planning:** Ability to map out requirements, processes and resources needed to deliver on projects, and lead on the delivery across multi-disciplinary teams.
- **Stakeholder Management:** High-level stakeholder management with internal and external stakeholders to support operational and strategic goals.
- **Operational Analysis and Execution:** Strong analytical skills with the ability to apply data insights into daily operations, enhancing ticketing processes and customer satisfaction.
- **Communication and Collaboration:** Effective communicator with the ability to foster teamwork across departments, ensuring seamless execution of ticketing strategies.
- **Adaptability and Initiative:** Highly adaptable and proactive, capable of managing multiple priorities in a dynamic environment.
- **Technical Proficiency:** Excellent proficiency in Microsoft Office, especially Excel, to manage and analyse ticketing data effectively.
- **Collaboration and results orientation:** Demonstrable ability to work effectively in a team environment, ensuring collaboration across departments to meet and exceed project goals.
- A passion for sports is beneficial but not essential.

### Other requirements:

- Hours may be extended or irregular to include nights, weekends and holidays.

### COMPANY INFORMATION

[STH Group](#) is a [Sodexo Live!](#) company, with offices in London, Auckland, Melbourne, Sydney and soon to be Miami - 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 alongside numerous Grand Slam Tennis experience ventures, our award-winning team cover the globe to create travel and hospitality programmes with one simple ambition – to make the memorable, unforgettable for sports fans.

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.

This role will be part of an inaugural team to represent an exciting project of STH Group, a Sodexo Live company. Contracted through Sodexo Live as the U.S. operator, you'll be part of a team to spearhead the STH Group's first project – creating unforgettable fan experiences whilst endeavoring to establish a sustainable, long-term reputation and presence in the U.S. market.

### KEY INFORMATION

Thank you for expressing interest in employment with Sodexo Live!. While only those candidates considered for this position will be contacted, your resume will remain on file for 90 days.

*Sodexo Live! is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, sex, age, genetic information, status as a protected veteran*

---

### SPORTS TRAVEL AND HOSPITALITY LIMITED

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

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



*or status as a qualified individual with a disability, or any other characteristic protected by applicable Federal, State or Local law.*

---

**SPORTS TRAVEL AND HOSPITALITY LIMITED**  
**Avalon House, 72 Lower Mortlake Road, Richmond TW9 2JY**

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

Registered office: One Southampton Row, London, United Kingdom WC1B 5HA  
Company number: 07322743