



TITLE OF POSITION: Travel & Experience Consultant

REPORTS TO: Head of Travel & Tourism

OFFICE LOCATION: Sydney, Australia

CONTRACT TYPE: Fixed Term, December 2027

ROLE OVERVIEW

The Travel and Experience Consultant will craft unforgettable bespoke experience itineraries for Men's Rugby World Cup (RWC) 2027 Experiences clients, converting sales-qualified leads into tailored travel experiences that capture the excitement of the tournament and the spirit of Australia. Working closely with the Head of Travel & Tourism and Head of Revenue, this role ensures seamless delivery by bridging sales, travel & tourism, and operations to create inspiring, high-quality journeys.

MAIN ACCOUNTABILITIES

- **Itinerary Design:** Design tailored travel itineraries for direct-to-consumer clients to deliver personalised, high-quality Men's Rugby World Cup (RWC) 2027 official premium experiences.
- **Lead Conversion:** Convert sales-qualified leads into confirmed travel bookings to maximize revenue and client satisfaction.
- **Proposal Development:** Translate sales team briefs into viable travel proposals to ensure accuracy, feasibility, and alignment with client expectations.
- **Experience Curation:** Curate destination experiences, hospitality upgrades, and off-the-pitch activities that enhance client packages and deliver a distinctive, memorable experience aligned with brand standards.
- **Client Communication:** Communicate with clients throughout the planning phase to build trust, maintain clarity, and ensure their travel preferences are met, delivering a seamless and exceptional customer experience.
- **Supplier Coordination:** Liaise with suppliers and partners across accommodation, transport, and experience categories to secure high-quality services that meet itinerary requirements.
- **Documentation Accuracy:** Ensure itinerary documentation is accurate and delivered on time to guarantee a seamless client experience and operational readiness.
- **Cross-Team Collaboration:** Collaborate with Sales, Product, and Operations teams to align itinerary details and ensure delivery timelines enable a seamless client experience.
- **Destination Expertise:** Maintain up-to-date destination and event knowledge relevant to Men's Rugby World Cup 2027 to provide clients with accurate, timely recommendations that enhance their experience and support informed decision-making.
- **Experience Monitoring:** Monitor client feedback and experience data post-booking to identify areas of improvement and support continuous service enhancement.

KEY EXPERIENCE

- **Bespoke Itinerary Design:** Experience designing bespoke travel itineraries for leisure or event-focused travellers, with the ability to match client needs to complex, multi-component travel solutions involving accommodation, transport, activities, and special access.
- **Sales Conversion Expertise:** Proven track record of converting sales-qualified leads into confirmed bookings in a consultative sale or travel advisory environment, demonstrating commercial acumen and customer-centric thinking.
- **Destination Experience Management:** Demonstrated ability to curate and manage destination-based experiences such as VIP events, cultural excursions, and local tourism partnerships, ideally in a sporting or high-profile event setting.
- **Cross-Functional Collaboration:** Experience collaborating with cross-functional teams (e.g. Sales, Operations, Product) to deliver seamless client journeys across the full sales-to-delivery lifecycle.
- **Destination & Logistics:** Knowledge of Australian destinations and tourism infrastructure, or similar large-scale, international sporting event experience involving inbound travel logistics.

DESIRABLE COMPETENCIES

- **Customer-Centric Mindset:** Demonstrates a genuine passion for delivering exceptional customer experiences, with an intuitive understanding of client needs and preferences.
- **Attention to Detail:** Maintains high standards of accuracy across travel documentation, itinerary planning, and communications, ensuring a seamless client journey.



- **Collaboration and Teamwork:** Works effectively across departments and functions, sharing knowledge and contributing to a unified customer journey.
- **Technical Proficiency:** Confident using CRM system (Salesforce), itinerary-building tools, and digital platforms to manage client information, proposals, and supplier coordination.
- **Planning and Organisation:** Manages multiple projects and priorities effectively, with strong time management skills and a proactive approach to logistics and deadlines.

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.