



TITLE OF POSITION: Travel Manager (STH NorAm)

REPORTS TO: Head of Event Operations

OFFICE LOCATION: Miami, FL.

DIRECT REPORTS: None

Principle Function:

The Travel Manager is responsible for the planning and operational delivery of exceptional travel programmes at major sporting events, creating innovative and high-quality travel inclusive experiences for global sporting fans. This role focuses on operational efficiency, profitability, and sustainability in delivering seamless travel products and packages while ensuring alignment and consistency across STH Group's premium experience offerings. Working collaboratively with colleagues, the role also supports the effective delivery of all hospitality services, connecting fans to unforgettable sporting moments through world-class travel and hospitality experiences.

Essential Responsibilities:

- **Strategic Execution:** Work with the Head of Event Operations to shape and deploy innovative travel packages, ensuring alignment with STH Group's broader premium experience offerings to achieve seamless, world-class event experiences and meet strategic objectives.
- **Operational Delivery:** Manage the end-to-end execution of travel and tour programmes, ensuring deadlines and deliverables are met through efficient collaboration, scope management, and alignment with STH Group's premium experience objectives.
- **Customer Experiences:** Design, deliver, and continuously improve customer planning, ensuring a seamless customer journey from pre-event to post-event for both B2C, B2B and OTA sales.
- **Manage Official Travel Agents (OTAs):** Lead the management of official travel agents to enhance sales opportunities and maintain high standards of service and brand integrity.
- **Product Development Collaboration:** Support the development of market-relevant offerings that reflect stakeholder needs, drive new revenue opportunities, and maximise profitability.
- **Financial Oversight and Support:** Work within event budgets by tracking financial performance and supporting procurement processes to maintain cost-effectiveness and minimise financial risks.
- **Risk and Crisis Management:** Maintain a detailed project risk register, and ensure legislative, regulatory and contractual compliance, while assisting in crisis management planning for rapid and effective response to challenges or emergencies.
- **Stakeholder Coordination:** Build positive relationships with internal and external stakeholders, ensuring clear communication and alignment on event objectives throughout planning and delivery.
- **Post-Event Feedback and Improvement:** Assist in conducting post-event evaluations to gather insights, refine travel packages, and improve future customer experiences.
- **Sustainability Implementation:** Promote environmentally responsible practices by supporting sustainable sourcing, waste reduction, and energy-efficient measures in travel and event operations in line with STH Group's social impact goals.



Qualification / Skills

- **Event and Travel Delivery Expertise:** Extensive experience in managing travel programmes, with a proven ability to deliver high-quality experiences and commercially successful packages.
- **Strategic and Financial Acumen:** Demonstrated ability to execute operational strategies, manage budgets, and optimise costs while maintaining quality and premium standards.
- **Stakeholder Engagement:** Strong track record of managing supplier and stakeholder relationships to deliver complex, high-quality events seamlessly.
- **Risk Management and Compliance:** Expertise in identifying potential risks and implementing effective mitigation strategies, ensuring compliance with regulations and safety standards.
- **Effective Communication:** Strong communication skills with the ability to coordinate effectively with both internal teams and external stakeholders.
- **Customer-Focused Innovator:** Deep commitment to enhancing the customer experience with a proactive approach to innovation and continuous improvement.
- **Problem-Solving Skills:** Adept at quickly addressing operational challenges and implementing solutions to improve event outcomes.
- **Resilience Under Pressure:** Ability to maintain composure and make effective decisions under the pressure of managing fast-paced, high-profile events.

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 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

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