

Site Operations Manager – Hospitality – Australian Institute of Sport

**Own the site. Lead the team. Drive the experience.
Canberra (Bruce) | Full Site Accountability | Career Growth**

Step into the spotlight with Trippas White Group, the team behind some of Australia's most iconic hospitality destinations, including the Sydney Opera House, Taronga Zoo, The Australian War Memorial, National Gallery of Australia, plus Virgin and Singapore Airlines Lounges.

We're looking for a bold, commercially minded Site Operations Manager to take lead in our partnership with the Australian Institute of Sport (AIS) - a dynamic, multi-outlet operation that includes residential dining, functions and events, retail hospitality, and arena concessions.

This isn't just about keeping the wheels turning. It's about leading a high-performing team, driving operational excellence, and delivering a seamless guest experience across one of the most diverse hospitality portfolios in Canberra.

What You'll Do

- Take full ownership of site operations, including financial performance & daily delivery
- Lead, inspire, and develop a high-performing onsite team across this multifaceted site
- Drive commercial outcomes by meeting and exceeding KPIs & business targets
- Champion compliance, safety, and licensing excellence across spaces
- Partner with clients and stakeholders to elevate the AIS hospitality experience
- Flex across event, retail, arena, and educational environments with agility and vision

What You Bring

- Proven leadership in complex, multi-stream hospitality environments (arena, retail, education or similar)
- Sharp commercial & operational acumen
- Strong governance, communication, and people skills by leading from the front
- The ability to thrive in a fast-paced, high-volume environment with constant variety
- A passion for innovation, service, & delivering excellence every day
- Knowledge of licenced venue operations and current RSA certification

Why You'll Love It

- True site leadership and client engagement
- Competitive salary and benefits
- A culture that values growth, innovation, & collaboration
- Onsite parking and the support of one of Australia's premier hospitality groups

Trippas White Group is proud to be an Equal Opportunity Employer, encouraging applications from Indigenous and First Nations Australians.