

SKILLS FRAMEWORK FOR TOURISM
SKILLS MAP - ASSISTANT EVENT OPERATIONS EXECUTIVE

Sector	Tourism	
Sub-Sector	Meetings, Incentives, Conferences and Exhibitions	
Track	Event Management and Operations	
Occupation	Event Executive	
Job Role	Assistant Event Operations Executive	
Job Role Description	<p>The Assistant Event Operations Executive supports the performance and execution of events. He/She is responsible for event logistics which amongst other things include providing administrative support, on-site coordination and site inspections.</p> <p>Meticulous and resourceful, he possesses strong problem-solving and multi-tasking skills and is required to work as a team to execute events.</p> <p>He works in a flexible workweek, including weekends, evenings, and public holidays, and is comfortable working in both indoor and outdoor environment depending on the nature and requirements of the events.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Coordinate project logistics	Prepare documentation required for event logistics plan development
		Source for vendors to obtain quotes for provision of goods and services
		Prepare documentation for vendors detailing project deliverables and timelines
		Document transportation and parking plans for events
	Manage participants	Prepare documentation required for accommodation plans
		Prepare documentation required for immigration processes and protocols
		Prepare documentation required for registration processes
		Attend to participants' enquiries pertaining to the events
	Execute project plans	Coordinate execution of event logistics plans
		Coordinate execution of registration process protocols to ensure expeditious and accurate registrations
		Coordinate execution of transportation plans for events to ensure smooth transfers
		Provide support in troubleshooting on-site issues
		Support site set-up pre-event and site tear-down post-event in preparation for handover of venue
		Coordinate the activities of vendors and event organiser to support events
		Coordinate movement and activities of volunteers
Support execution of crowd control and evacuation plans in collaboration with relevant departments and agencies		

	Drive projects' safety, security and health measures	Compile information on local security, safety and health policies and regulations for events		
		Support execution of events in adherence to local security, safety and health regulations for events		
		Assist in the performance of security checks of event participants		
		Perform environment scans to identify potential environmental issues and threats		
		Support application processes for event safety permits		
	Support human resource, technology and/or finance operations	Maintain records of departmental spending and budget utilisation for periodic reviews		
		Assist in research on market trends in relevant technology applications to improve productivity and innovation		
		Provide feedback on usage of workplace technology		
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Accident and Incident Response Management	Level 2	Communication	Basic
	Budgeting	Level 2	Teamwork	Basic
	Business Continuity Planning	Level 2	Interpersonal Skills	Basic
	Contract Development and Management	Level 2	Problem Solving	Basic
	Crowd Control and Planning	Level 2	Service Orientation	Basic
	Delegate and Participant Management	Level 2		
	Events Planning and Management	Level 2		
	Market Research	Level 2		
	Productivity Improvement	Level 2		
	Project Administration	Level 2		
	Project Feasibility Assessment	Level 3		
	Project Management	Level 2		
	Resource Management	Level 2		
	Risk Management and Administration	Level 2		
	Service Excellence	Level 2		
	Stakeholder Management	Level 2		
	Strategy Implementation	Level 2		
	Systems Thinking Application	Level 2		
	Technology Application	Level 2		

	Technology Scanning	Level 2	
	Tourism and Economic Development	Level 2	
	Vendor Management	Level 2	
	Volunteer Management	Level 1	
	Workplace Safety and Health Performance Management	Level 2	
Programme Listing	For a list of Training Programmes available for the Tourism sector, please visit www.skillsfuture.sg/skills-framework/tourism		

The information contained in this document serves as a guide.