

**SKILLS FRAMEWORK FOR TOURISM  
SKILLS MAP - EVENT OPERATIONS DIRECTOR**

<b>Sector</b>	Tourism	
<b>Sub-Sector</b>	Meetings, Incentives, Conferences and Exhibitions	
<b>Track</b>	Event Management and Operations	
<b>Occupation</b>	Event Professional	
<b>Job Role</b>	<b>Event Operations Director</b>	
<b>Job Role Description</b>	<p>The Event Operations Director assumes overall responsibility for events. He/She is responsible for driving the execution of the event plans, dealing with vendors and venue operators to ensure alignment to operational requirements of the events. He is also accountable for the compliance of events to local Workplace Safety and Health regulations.</p> <p>Meticulous and resourceful, he possesses excellent resource management skills to support the team's daily operations and troubleshoots judiciously. He has good communication and interpersonal skills, maintaining good rapport with vendors to support efficient service delivery.</p> <p>He works occasionally over evenings, weekends and public holidays in support of events. He also travels frequently between the office and the event sites to maintain oversight over the planning and execution of the events.</p>	
<b>Critical Work Functions and Key Tasks</b>	<b>Critical Work Functions</b>	<b>Key Tasks</b>
	Coordinate project logistics	Review feasibility of event logistics plans
		Endorse selection of vendors to fulfil project deliverables in adherence to project budget
		Lead negotiation with key vendors to secure service contracts in adherence to event budget
		Oversee event security operations to ensure the operation department's readiness in cases of crisis
		Oversee event Workplace Safety and Health measures, processes and procedures to ensure a safe working environment for staff and participants
	Manage participants	Review accommodation plans for event participants to ensure participants' satisfaction
		Review immigration processes and protocols for participants to ensure compliance with local regulations
		Review event registration process protocols to ensure operational efficiency
		Resolve escalated key participant enquiries and requests pertaining to the events
	Execute project plans	Drive execution of event logistics plans to support project plans
		Endorse vendors' project deliverables that are up to quality standards
		Drive execution of participants' registrations to ensure expeditious and accurate registrations
		Manage escalated on-site issues in collaboration with related vendors
		Collaborate with all event stakeholders to drive project delivery
		Review crowd control and evacuation plans in collaboration with venue operations to ensure adequacy and compliance
	Drive projects' safety, security and health measures	Review event proposals to ensure adherence to local security, workplace safety and health regulations for events

		Direct events in adherence to local Workplace Safety and Health regulations			
		Review organisation's safety rules to address incident summary reports			
		Lead management of security threats during events			
		Lead management of environmental issues during events			
	Support human resource, technology and/or finance operations	Lead department's financial budgeting process to acquire funds for department activities			
		Oversee department's financial budget utilisation against departmental work plans			
		Drive corporate governance measures			
		Manage subordinates' professional and career development			
		Manage department's recruitment and retention efforts			
		Lead efforts to leverage on emerging technologies to spur innovation in product and customer experience			
		Drive improvements to current workplace technology approach to achieve higher productivity			
	<b>Skills and Competencies</b>	<b>Technical Skills and Competencies</b>		<b>Generic Skills and Competencies (Top 5)</b>	
		Accident and Incident Response Management	Level 5	Communication	Advanced
Budgeting		Level 5	Decision Making	Advanced	
Business Continuity Planning		Level 5	Developing People	Advanced	
Business Negotiation		Level 5	Leadership	Advanced	
Business Performance Management		Level 5	Problem Solving	Advanced	
Contract Development and Management		Level 5			
Corporate Governance		Level 5			
Crowd Control and Planning		Level 5			
Delegate and Participant Management		Level 5			
Employee and Labour Relations		Level 5			
Events Planning and Management		Level 5			
Learning and Development		Level 5			
Manpower Planning		Level 5			
Meetings, Incentives, Conferences and Exhibitions (MICE) Equipment Management and Venue Management		Level 5			
Organisational Vision, Mission and Values Formulation	Level 5				

	Productivity Improvement	Level 5	
	Project Feasibility Assessment	Level 6	
	Project Management	Level 5	
	Resource Management	Level 5	
	Risk Management and Administration	Level 5	
	Service Excellence	Level 5	
	Stakeholder Management	Level 5	
	Strategy Planning	Level 5	
	Succession Planning	Level 5	
	Systems Thinking Application	Level 5	
	Technology Scanning	Level 5	
	Tourism and Economic Development	Level 5	
	Vendor Management	Level 5	
	Workplace Safety and Health Performance Management	Level 5	
<b>Programme Listing</b>	For a list of Training Programmes available for the Tourism sector, please visit <a href="http://www.skillsfuture.sg/skills-framework/tourism">www.skillsfuture.sg/skills-framework/tourism</a>		

The information contained in this document serves as a guide.