

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

Sector	Tourism	
Sub-Sector	Meetings, Incentives, Conferences and Exhibitions	
Track	Event Management and Operations	
Occupation	Event Professional	
Job Role	Event Operations Executive	
Job Role Description	<p>The Event Operations Executive is responsible to oversee all events on-site tasks. He/She is the main liaison with the vendors to ensure that the events are on time and within budget. He works closely with other departments and vendors to ensure operational requirements are fulfilled, providing regular updates to internal stakeholders on the progress.</p> <p>Meticulous and resourceful, he possesses mental resilience to operate in a high pressure environment. He possesses excellent multi-tasking and project management skills, and actively troubleshoots while executing the events.</p> <p>He works in a flexible work-week, 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 event logistics	Develop preliminary logistics and transportation plans to support event plans
		Liaise with vendors to obtain quotes for provision of goods and services
		Prepare service contracts for vendors
		Communicate event deliverables and timelines to vendors
	Manage participants	Develop accommodation plans for participants
		Collaborate with event organisers to execute events
		Develop registration process protocols for events
		Manage participant enquiries pertaining to the events
	Execute project plans	Execute event logistics plans in collaboration with event organisers and vendors
		Perform preliminary inspection of vendors' event deliverables to ensure deliverables are up to quality standards
		Execute registration processes ensuring expeditious and accurate registrations
		Troubleshoot on-site issues
		Execute site set-up pre-event and site tear-down post-event in preparation for handover of venues
		Coordinate immigration processes and protocols for participants
Manage movement and activities of volunteers		
Execute crowd control and evacuation plans in collaboration with venue operations department		

	Drive projects' safety, security and health measures	Research local security, Workplace Safety and Health policies and regulations for events to incorporate in the event plans		
		Execute events in adherence to local security, workplace safety and health regulations and requirements for events		
		Prepare incident summary reports		
		Escalate security threats to management during events		
		Escalate potential environmental issues and threats to management during events		
		Liaise with vendors to ensure their operations are in adherence to local security, safety and health regulations		
		Ensure required safety permits for execution of events are obtained prior to event commencement		
	Support human resource, technology and/or finance operations	Report budget utilisation and spending		
		Conduct research on market trends in relevant technology applications to improve productivity		
		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 3	Communication	Intermediate
	Budgeting	Level 3	Problem Solving	Intermediate
	Business Continuity Planning	Level 3	Teamwork	Intermediate
	Contract Development and Management	Level 3	Interpersonal Skills	Intermediate
	Crowd Control and Planning	Level 3	Service Orientation	Intermediate
	Delegate and Participant Management	Level 3		
	Events Planning and Management	Level 3		
	Market Research	Level 3		
	Productivity Improvement	Level 3		
	Project Administration	Level 3		
	Project Feasibility Assessment	Level 4		
	Project Management	Level 3		
	Resource Management	Level 3		
	Risk Management and Administration	Level 3		
	Service Excellence	Level 3		
Stakeholder Management	Level 3			
Strategy Implementation	Level 3			

	Systems Thinking Application	Level 3	
	Technology Application	Level 3	
	Technology Scanning	Level 3	
	Tourism and Economic Development	Level 3	
	Vendor Management	Level 3	
	Volunteer Management	Level 2	
	Workplace Safety and Health Performance Management	Level 3	
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.