

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

Sector	Tourism	
Sub-Sector	Meetings, Incentives, Conferences and Exhibitions	
Track	Event Management and Operations	
Occupation	Event Professional	
Job Role	Event Operations Manager	
Job Role Description	<p>The Event Operations Manager is responsible for the execution of events, including ensuring that all logistics requirements are carried out according to the event plans. He/She manages the event plans and works closely with other departments to ensure that all operational requirements of the events are fulfilled.</p> <p>Meticulous and resourceful, he possesses excellent problem-solving skills and is able to react quickly to deviations in the event plans.</p> <p>He works in a flexible workweek, including weekends, evenings, and public holidays, and is comfortable working in both an indoor and outdoor environment depending on the nature of the events.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Coordinate event logistics	Develop finalised event logistics plans to support project plans
		Review selection of vendors based on quotations obtained for provision of goods and services
		Lead negotiation with vendors to secure service contracts in adherence to event budget
		Develop finalised transportation and parking plans for events
	Manage participants	Develop finalised accommodation plans for participants
		Develop finalised immigration processes and protocols for participants
		Develop finalised registration process protocols for events
		Resolve escalated participants' enquiries and requests pertaining to the events
	Execute project plans	Manage execution of event logistics plans to support project plans
		Review vendors' project deliverables to ensure deliverables are up to quality standards
		Manage participants' registrations to ensure expeditious and accurate registrations
		Manage escalated on-site issues
		Manage takeover and handover of venues
		Collaborate with event organisers to manage event delivery
Supervise volunteers deployment at the events		
Manage crowd control and evacuation plans in collaboration with the relevant stakeholders such as venue operation department and security agencies		

	Drive projects' safety, security and health measures	Manage events in adherence to local security, Workplace Safety and Health regulations for events in collaboration with event partners and vendors		
		Review incident summary reports to determine areas of improvement for event safety and security		
		Manage security threats during events		
		Manage adjustments to event programmes to counter environmental issues and threats		
		Manage vendors to ensure their operations, products and services are in adherence to local event security, Workplace Safety and Health requirements and regulations		
	Support human resource, technology and/or finance operations	Propose department's financial budgets for management approval		
		Manage financial budgets in accordance with departmental work plans		
		Enforce corporate governance measures		
		Provide on-the-job training to subordinates		
		Implement department's recruitment and retention efforts		
		Evaluate how latest technology trends can be leveraged to spur innovation in product and customer experience		
		Evaluate how current workplace technology approaches can be improved to raise productivity		
	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Accident and Incident Response Management	Level 4	Problem Solving	Intermediate
Budgeting	Level 4	Communication	Advanced	
Business Continuity Planning	Level 4	Interpersonal Skills	Intermediate	
Business Negotiation	Level 4	Resource Management	Advanced	
Contract Development and Management	Level 4	Teamwork	Intermediate	
Corporate Governance	Level 4			
Crowd Control and Planning	Level 4			
Delegate and Participant Management	Level 4			
Events Planning and Management	Level 4			
Learning and Development	Level 4			
Manpower Planning	Level 4			
Market Research	Level 4			
Organisational Vision, Mission and Values Formulation	Level 4			
Productivity Improvement	Level 4			

Skills and Competencies	Project Administration	Level 4	
	Project Feasibility Assessment	Level 5	
	Project Management	Level 4	
	Resource Management	Level 4	
	Risk Management and Administration	Level 4	
	Service Excellence	Level 4	
	Stakeholder Management	Level 4	
	Strategy Implementation	Level 4	
	Strategy Planning	Level 4	
	Succession Planning	Level 4	
	Systems Thinking Application	Level 4	
	Technology Application	Level 4	
	Technology Scanning	Level 4	
	Tourism and Economic Development	Level 4	
	Vendor Management	Level 4	
	Volunteer Management	Level 3	
Workplace Safety and Health Performance Management	Level 4		
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.