

**SKILLS FRAMEWORK FOR TOURISM
SKILLS MAP - PROJECT DIRECTOR**

Sector	Tourism	
Sub-Sector	Meetings, Incentives, Conferences and Exhibitions	
Track	Event Management and Operations	
Occupation	Event Professional	
Job Role	Project Director	
Job Role Description	<p>The Project Director assumes overall responsibility for all projects. He/She oversees the project planning and execution, ensuring sufficient resources are available to ensure events can be executed according to plans and are able to achieve the desired outcomes for all stakeholders.</p> <p>Detail-oriented and insightful, he possesses excellent communication and people management skills. He is able to multi-task and rally his teams to execute projects within tight timelines and budget while delivering excellent customer experiences. He also serves as a mentor to direct reports, and provides guidance to his teams on the planning and execution of events.</p> <p>He may be required to work irregular hours depending on the nature and schedule of the events. Frequent travels between office and event sites can also be expected to maintain oversight of the events.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Plan projects	Drive engagement with clients to understand event scope and objectives
		Review event proposals to ensure alignment to clients' requirements
		Endorse event proposals for submission to clients for approval
		Review event project plans to ensure alignment to event proposals
		Endorse project and risk management plans
		Endorse event budget proposals
		Oversee the development of event's floor plans to maximise space utilisation and revenue
		Review event communication plans to meet the event communication objectives
	Manage project delivery	Lead regular project progress reviews to ensure that the deliverables are met and intervene whenever necessary
		Direct necessary intervention actions when projects deviate from plans
		Lead acquisition of event speakers
		Endorse choices of venues based on clients' requirements in collaboration with internal stakeholders
		Manage client sentiments if deviation from the project plans occurs
		Manage event budget to ensure events are financially sustainable
		Collaborate with internal stakeholders to drive project delivery
	Manage post-event activities	Lead post-event reviews based on performance metrics and post-event feedback to identify areas of improvement
		Drive adoption of measures to improve event management capabilities and desired outcomes
		Lead project closure sessions with clients
		Lead reconciliation of event expenditure with event budget

	Support human resource, technology and/or finance operations	Lead department's financial budgeting process to acquire funds for department activities		
		Oversee the 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 effort to leverage on emerging technologies to spur innovation in product and customer experience		
		Drive improvement to current workplace technology approaches to achieve higher productivity		
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Budgeting	Level 5	Leadership	Advanced
	Business Continuity Planning	Level 5	Communication	Advanced
	Business Negotiation	Level 5	Decision Making	Advanced
	Continuous Improvement Management	Level 5	Global Mindset	Advanced
	Contract Development and Management	Level 5	Developing People	Advanced
	Corporate Governance	Level 5		
	Employee and Labour Relations	Level 5		
	Events Planning and Management	Level 5		
	Financial Management	Level 5		
	Learning and Development	Level 5		
	Manpower Planning	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			

**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.