

SKILLS FRAMEWORK FOR TOURISM
SKILLS MAP - ASSISTANT VENUE OPERATIONS EXECUTIVE

Sector	Tourism	
Sub-Sector	Meetings, Incentives, Conferences and Exhibitions	
Track	Venue Management and Operations	
Occupation	Event Executive	
Job Role	Assistant Venue Operations Executive	
Job Role Description	<p>The Assistant Venue Operations Executive supports the operations of the venue. He/She interacts with vendors and clients and coordinate the movement of logistics to ensure timely and smooth set-up and tear-down. He provides administrative support to the department, on-site coordination and site inspection before, during and after the events.</p> <p>Meticulous and resourceful, he possesses strong problem-solving and multi-tasking skills and works as a team to execute event venue operations.</p> <p>He is able to work 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 and the requirements of the events.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Maintain venue facilities	Prepare documentation of venue facilities inspection protocols
		Conduct routine inspections of the venue
		Support accurate logging of maintenance issues
		Prepare status reports of venue conditions
		Consolidate clients' feedback on venue operations
		Support execution of improvements of venue in conjunction with technical services department
		Perform the administrative task to update the venue standard operating procedure handbooks
	Drive safety and security of events	Conduct safety and security briefings to clients and vendors
		Coordinate with security department on implementation of venue security measures
		Support execution of crowd control and evacuation plans in collaboration with event organisers
		Monitor event operations to ensure adherence to Workplace Safety and Health policies and regulations for venue operations
		Prepare incident reports
	Deliver event venue support	Assist in supervision of vendors to ensure proper set-up and tear-down of event-related structures
		Coordinate with venue's internal stakeholders and vendors to ensure event related venue logistics have been catered for
		Support pre-event and post-event site inspection for handover of venue
Coordinate with technical services department to ensure event technical needs are met		

	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	Service Orientation	Basic
	Business Continuity Planning	Level 2	Interpersonal Skills	Basic
	Continuous Improvement Management	Level 2	Problem Solving	Basic
	Crowd Control and Planning	Level 2	Resource Management	Basic
	Events Planning and Management	Level 2		
	Market Research	Level 2		
	Meetings, Incentives, Conferences and Exhibitions (MICE) Equipment Management and Venue Management	Level 2		
	Productivity Improvement	Level 2		
	Project Administration	Level 2		
	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			
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.