

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

<b>Sector</b>	Tourism	
<b>Sub-Sector</b>	Meetings, Incentives, Conferences and Exhibitions	
<b>Track</b>	Venue Management and Operations	
<b>Occupation</b>	Event Professional	
<b>Job Role</b>	<b>Venue Operations Director</b>	
<b>Job Role Description</b>	<p>The Venue Operations Director assumes overall responsibility for the management of venue operations. He/She ensures that venue operations fully support the event plans and the safety and security of the event participants at the venue. He is accountable for annual budget and expenditure, and resource acquisition and allocation pertaining to venue maintenance. He provides accurate business and financial forecasts, closely monitors expenses and achieves cost-saving.</p> <p>Meticulous and resourceful, his expertise helps him review standard procedures and best practices to support team's daily operations and troubleshoot judiciously. He possesses good communication and interpersonal skills and maintains good rapport with external service providers and enforcement agencies to support efficient service delivery while ensuring operational compliance with local health and safety standards.</p> <p>He usually works on regular workweek and may work over evenings, weekends and public holidays to support important and key events.</p>	
<b>Critical Work Functions and Key Tasks</b>	<b>Critical Work Functions</b>	<b>Key Tasks</b>
	Maintain venue facilities	Review venue facilities inspection protocols periodically to ensure adherence to regulatory standards
		Oversee facility management operations, processes and procedures
		Lead review of improvements of venues for implementation
		Lead execution of improvements of venues to ensure adherence to plans
		Lead review of venue standard operating procedure handbooks to ensure adherence to regulatory standards
		Oversee venue security operations, processes and procedures
		Oversee venue engineering services and sustainability measures
		Oversee venue Workplace Safety and Health operations, processes and procedures
	Drive safety and security of events	Review safety and security management plans to ensure currency and efficacy
		Review crowd control and evacuations plans in collaboration with event organisers to ensure event participants' safety
		Review event operations to ensure adherence to Workplace Safety and Health policies and regulations for venue operations
		Lead review of recommendations on areas of improvement for safety and security measures
	Deliver event venue support	Review the processes that ensure efficient and sustainable set-up and tear-down of event-related structures
		Review collaboration with venue's internal stakeholders and vendors to ensure event-related venue logistics have been catered for
Support human resource, technology and/or finance operations	Lead department's financial budgeting process to acquire funds for department activities	

	Oversee department 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			
<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	Creative Thinking	Intermediate
	Business Continuity Planning	Level 5	Decision Making	Advanced
	Business Performance Management	Level 5	Developing People	Advanced
	Continuous Improvement Management	Level 5	Interpersonal Skills	Advanced
	Corporate Governance	Level 5		
	Crowd Control and Planning	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 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.