

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

Sector	Tourism	
Sub-Sector	Meetings, Incentives, Conferences and Exhibitions	
Track	Venue Management and Operations	
Occupation	Event Professional	
Job Role	Venue Operations Executive	
Job Role Description	<p>The Venue Operations Executive is responsible to oversee all on-site details related to the events held at the venue. He/She is the main liaison with vendors and works closely with them and internal stakeholders to ensure client requirements are met in a timely manner and in accordance with the agreed budget. He provides regular progress updates to the clients and follow-up on action items.</p> <p>Meticulous and resourceful, he has mental resilience to operate in high pressure environments. He possesses excellent multi-tasking skills and is required to actively troubleshoot while executing an event's 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	Ensure that the venue is fully operational and ready to host events in compliance with venue facilities inspection protocols
		Execute venue repair operations protocols to correct identified failures in routine inspections
		Collaborate with facility management to execute maintenance activities
		Review status reports of venue conditions to recommend follow-up actions
		Develop recommendations for improvements of venue operations based on clients' feedback
		Execute improvements of venue in conjunction with technical services department
		Update venue standard operating procedure handbooks
	Drive safety and security of events	Ensure compliance to safety and security management plans
		Collaborate with security department to implement venue security measures
		Execute crowd control and evacuation plans in collaboration with event organisers
		Ensure event operations adhere to Workplace Safety and Health policies and regulations for venue operations
		Analyse incident reports to recommend areas of improvement
	Deliver event venue support	Supervise vendors to ensure proper set-up and tear-down of event-related structures
		Collaborate with venue internal stakeholders and vendors to ensure event-related venue logistics have been catered for
		Perform pre-event and post-event site inspection to facilitate takeover and handover of venues
Liaise with technical services department to ensure event technical needs are met		

	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 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 3	Communication	Intermediate		
	Budgeting	Level 3	Problem Solving	Intermediate		
	Business Continuity Planning	Level 3	Service Orientation	Intermediate		
	Continuous Improvement Management	Level 3	Teamwork	Intermediate		
	Crowd Control and Planning	Level 3	Interpersonal Skills	Basic		
	Events Planning and Management	Level 3				
	Market Research	Level 3				
	Meetings, Incentives, Conferences and Exhibitions (MICE) Equipment Management and Venue Management	Level 3				
	Productivity Improvement	Level 3				
	Project Administration	Level 3				
	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					
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.