

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

Sector	Tourism		
Sub-Sector	Meetings, Incentives, Conferences and Exhibitions		
Track	Venue Management and Operations		
Occupation	Event Professional		
Job Role	Venue Operations Manager		
Job Role Description	<p>The Venue Operations Manager is responsible for overseeing the running of venue operations, including the logistics requirements. He/She works closely with event services department to ensure client requirements are fulfilled in compliance to local health and safety standards. He reviews event plans to ensure generation of maximum yield for organisation.</p> <p>Meticulous and resourceful, he possesses excellent problem-solving skills and is able to react quickly to deviations in the project plans.</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 requirements of the events.</p>		
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks	
		Maintain venue facilities	Develop venue facilities inspection protocols
			Review maintenance activities and maintenance logs to ensure optimal venue performance
			Enforce follow-up actions to remedy defects listed in status reports of venue conditions
			Review recommendations for improvements of venue operations for implementation
			Review improvements of venues to ensure adherence to plans
		Review venue standard operating procedure handbooks to ensure adherence to regulatory standards	
	Drive safety and security of events	Develop safety and security management plans	
		Develop crowd control and evacuation plans in collaboration with event organisers	
		Evaluate event operations to ensure adherence to Workplace Safety and Health policies and regulations for venue operations	
		Review incident reports and recommendations on areas of improvement for safety and security measures	
	Deliver event venue support	Establish processes to ensure efficient and sustainable set-up and tear-down of event-related structures	
		Manage venue internal stakeholders and vendors to ensure event related venue logistics have been catered for	
		Manage takeover and handover of venues	
	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		
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Accident and Incident Response Management	Level 4	Communication	Intermediate
	Budgeting	Level 4	Decision Making	Intermediate
	Business Continuity Planning	Level 4	Developing People	Intermediate
	Continuous Improvement Management	Level 4	Interpersonal Skills	Intermediate
	Corporate Governance	Level 4	Leadership	Intermediate
	Crowd Control and Planning	Level 4		
	Events Planning and Management	Level 4		
	Learning and Development	Level 4		
	Manpower Planning	Level 4		
	Market Research	Level 4		
	Meetings, Incentives, Conferences and Exhibitions (MICE) Equipment Management and Venue Management	Level 4		
	Organisational Vision, Mission and Values Formulation	Level 4		
	Productivity Improvement	Level 4		
	Project Administration	Level 4		
	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	
	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.