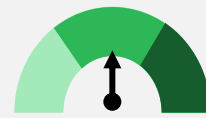




## Trends impacting this role

Competitive Landscape	COVID-19	Shift in Ops Models	
Enterprise Systems	IoT	Robotics & Automation	

## In the next 1 - 3 years....



**MEDIUM** degree of  
change in tasks

The job will potentially  
require  
**MODERATE JOB REDESIGN**

*A fair proportion of the job tasks  
will be substituted by  
technology, with human  
intervention required for high  
value-adding tasks as against  
routine, repetitive tasks*

Responsibilities of the role today

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.

Responsibilities of the role in the future

**Moving forward**, the role will remain responsible for supporting the daily operations of the department. Technologies will increasingly **automate repetitive and manual tasks** in this role such as the generation of reports and remote monitoring of facilities. The job holder will need to remain **adept at utilising and handling technologies** to improve operational efficiency. In some instances, the job holder will need to be **reskilled** to take on **higher-value tasks** such as **vendor and client management**.

Critical Work  
Function

## Job tasks today

## Job tasks within the next 3 years

Maintain venue  
facilities

Prepare documentation of venue facilities inspection protocols, conduct routine inspections, support accurate logging and status reports of maintenance issues and venue conditions

- **Robotics Process Automation (RPA) automates the documentation of venue facilities inspection protocols and supports the accurate logging of status reports of existing venue conditions and issues.** Some human judgement may still be required for oversight, managing quality of output and documentation of exceptional cases
- **A combination of smart cameras and Internet of Things (IoT) sensors** installed around the venue enables **real-time and remote monitoring of the facility**. The job holder will still be required to perform in-person inspections when necessary.

Consolidate clients' feedback on venue operations, support execution of improvements of venue and perform the administrative task to update the venue standard operating procedure handbooks

- **Robotic Process Automation (RPA) automates the consolidation of feedback from clients**, freeing up the job holder to support the execution of improvements and to perform administrative tasks. The job holder may still be required to collect and document ad-hoc and in-person feedback.
- Perform the administrative task to update the venue standard operating procedure handbooks.

Drive safety  
and security of  
events

Support execution of crowd control and evacuation plans, conduct safety and security briefings and work with the security department on implementation of venue security measures and prepare incident reports

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Deliver event  
venue support

Support pre-event and post-event site inspection for handover of venue, ensure proper set-up and tear-down of event related structures and work together with technical services department to ensure event technical needs are met

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





Critical Work Function	Job tasks today	Job tasks within the next 3 years
Support human resource, technology and/or finance operations	Maintain records of departmental spending and budget utilisation for periodic reviews and assist in research on market trends in relevant technology applications to improve productivity and innovation	<ul style="list-style-type: none"><li>• <b>Enterprise Resource Planning (ERP) solutions</b> will be used to <b>maintain records of departmental spending and budget utilisation</b>, allowing the job holder to identify and escalate any deviations from the planned budget. This allows the job holder to focus on researching relevant technology applications to improve productivity and innovation.</li><li>• Assist in research on market trends in relevant technology applications to improve productivity and innovation.</li></ul>

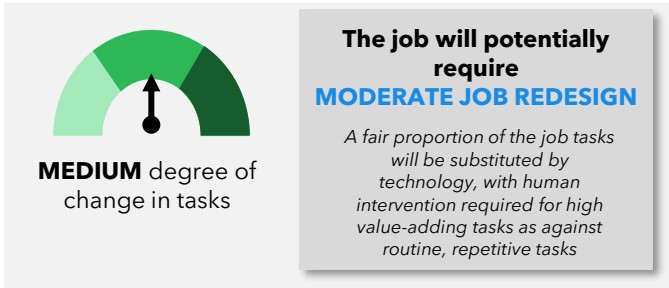
Redesign possibilities	
Vertical stacking	<ul style="list-style-type: none"><li>• Stacked with <i>Venue Operations Executive</i> to become <b>Venue Operations Specialist</b>.</li></ul>
Segmentation	<ul style="list-style-type: none"><li>• Tasks in this role may be segmented depending on individual workers' profiles and needs to cater for alternative workers and the contingent workforce.</li></ul>



Trends impacting this role

 Competitive Landscape	 COVID-19	 Shift in Ops Models	
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In the next 1 - 3 years....



In addition to the Skills and Competencies identified in the [Skills Framework for Tourism](#), the following additional TSCs and CCSs have been identified as relevant for the job role going forward:

Additional Technical Skills and Competencies (TSCs)		
Data Analytics	Internet of Things Management*	

Additional Critical Core Skills (CCSs)		
Adaptability	Digital Fluency	Learning Agility
Self Management		

- Skills denoted by an asterisk (\*) are not available in Skills Framework (SFw) for Hotel and Accommodation Services (HAS) but available in other SFw.
- Skills not marked are available in SFw Hotel and Accommodation Service (HAS) but are not currently tagged to certain existing job roles within the function..