

PR/096217 | Head of Operation

Job Information

Recruiter
JAC Recruitment Vietnam Co., Ltd

Job ID
1611281

Industry
Other

Job Type
Permanent Full-time

Location
Vietnam

Salary
Negotiable, based on experience

Refreshed
November 3rd, 2026 11:00

General Requirements

Minimum Experience Level
Over 6 years

Career Level
Mid Career

Minimum English Level
Fluent Level

Minimum Japanese Level
None

Minimum Education Level
Associate Degree/Diploma

Visa Status
No permission to work in Japan required

Job Description

Location
Hanoi, Vietnam

Company and Job Overview
A global event organisation delivering large-scale international conferences and exhibitions that connect senior stakeholders and drive industry-wide collaboration.

Job Responsibilities

- Lead the operational planning and execution of multiple exhibitions, conferences, and industry events from preparation stage through post-event evaluation.
- Oversee and develop the operations team, including permanent staff, contractors, and temporary resources, ensuring efficient workforce allocation across projects.
- Establish operational strategies, standards, and procedures to enhance event quality, consistency, and overall efficiency.
- Collaborate closely with senior leadership, internal departments, venue partners, and external stakeholders to achieve business and event objectives.
- Take ownership of supplier sourcing, tender management, contract negotiation, and service performance evaluation.
- Conduct venue assessments, operational feasibility reviews, and risk analysis for existing and future events.
- Manage event operations budgets, monitor expenditures, drive cost optimization initiatives, and contribute to profitability targets.
- Ensure procurement activities follow transparent and commercially effective practices while maintaining quality standards.
- Drive compliance with local health, safety, and risk management regulations, implementing required event safety processes and documentation.
- Direct all operational and logistical aspects of event delivery, including venue coordination, exhibition build-up and dismantling, security, freight, floor plans, production elements, contractor management, and attendee experience.
- Oversee sponsorship fulfillment and coordinate with commercial teams to ensure agreed deliverables are executed successfully.
- Monitor project timelines, milestones, and deliverables to ensure projects remain on schedule and within scope.
- Support the creation of exhibitor guidelines, operational manuals, and event-related communications.
- Identify innovative solutions, technologies, and operational improvements that enhance event quality while controlling costs.
- Lead regular planning meetings with stakeholders and suppliers, ensuring clear communication and timely follow-up on action items.
- Review event outcomes, measure operational performance, and implement continuous improvement initiatives for future projects.

Job Requirements

- Minimum 6 years of experience in operations management for large-scale exhibitions, trade shows, conferences, or related events.
- Strong understanding of event operations, logistics management, and health & safety practices.
- Proven track record in budget ownership, cost control, commercial negotiations, and delivering projects within financial targets.
- Solid experience in vendor management, procurement processes, tendering activities, and contract administration.
- Demonstrated leadership experience with the ability to build, coach, and manage high-performing teams.
- Strong stakeholder management skills with confidence engaging senior executives, industry partners, and external organizations.
- Excellent organizational skills with the ability to manage multiple projects simultaneously in a fast-paced environment.
- Strong analytical thinking, problem-solving capability, and attention to detail.
- Ability to remain composed under pressure and adapt quickly to changing business needs.
- Effective presentation, communication, and interpersonal skills.
- Proficiency in Microsoft Office applications, including Excel, PowerPoint, Word, and Outlook.

- Fluent communication skills in both Vietnamese and English.
- Experience with project management platforms such as Monday.com or Smartsheet is advantageous.
- Professional certification related to occupational health and safety is preferred.
- Familiarity with AutoCAD or similar design software would be an advantage

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Company Description