

Job Title: Manager, Experience Devt & Biz Ops

Reporting Officer

Head, User Experience

Job Description

The User Experience (UX) department manages Jewel Changi Airport's attractions & mall operations, guest experience, facilities management, as well as tenancy design & experiential creation.

As manager for its Experience Development & Business Ops, you will:

- Chart out Jewel's events programming and lead cross-functional teams to ideate & deliver new revenue streams through the inception of occasion events & promotions, physical/ digital/ phygital partnerships, and new minimum viable products/ proof-of-concept trials;
- Drive new business development with brands & partners on novel concepts and first-of-its-kind initiatives;
- Curate and spearhead place-making initiatives that foster the community and generate footfall;
- Oversee business operations, including data protection, strategic planning & sourcing, contract documentation & management and general administration; and
- Together with Hd, UX and fellow team leads, tailor and drive UX's learning & development curriculum.

Qualifications Required

- Must enjoy thinking out-of-the-box, challenging the norm and have a knack for creative development.
- Results-oriented, with a can-do attitude and growth mindset.
- An effective team player who harnesses the strengths of others, and a dependable individual with an eye for detail and user-centricity.
- Excellent stakeholder management & presentation skills and innately empathic.
- A good degree is a plus but not a must. More importantly, at least 6 years of experience in experiential design, events programming and/or biz ops, of which at least 2 years are in a managerial/ supervisory role.