

Job Title: Manager, Guest Experience**Reporting Officer**

Head, User Experience

Job Description

Jewel Changi Airport (Jewel), a world-class multi-dimensional lifestyle destination in Singapore, is developed by Jewel Changi Airport Trustee Pte. Ltd., a joint venture by Changi Airport Group and CapitaLand. Jewel features a distinctive dome-shaped facade made of glass and steel, making it an iconic landmark in the airport's landscape. At 135,700 sqm in size, it offers a range of facilities including airport services, indoor gardens and leisure attractions, retail and dining offerings as well as a hotel, all under one roof. These unique offerings in Jewel are envisaged to enhance Changi Airport's appeal as a premier air hub.

The User Experience department manages Jewel Changi Airport's attractions & mall operations, guest experience (GX), facilities management, as well as tenancy design & experiential creation. The Guest Experience team oversees key operational and service portfolios including Quality Service Management (QSM), Business Operations, Customer Service, Attraction Operations & Development, and Jewel Operations.

As a Manager, Guest Experience, you will lead and support cross-functional operational portfolios to ensure high standards of service delivery, operational readiness, stakeholder coordination, and continuous improvement across the guest journey. The role requires strong operational leadership, stakeholder management, service excellence capabilities, and the ability to manage dynamic, multi-stakeholder environments. Managers may be rotated across different GX portfolios to support organisational needs, operational priorities, and leadership development.

Key Responsibilities

- Serve as the Shift Duty Manager and overall operations lead during assigned shifts, ensuring smooth day-to-day operations, operational readiness, safety, security, service standards, and business continuity across guest-facing environments.
- Lead and coordinate service teams, partners, operators, and stakeholders to deliver consistent and high-quality guest experiences across assigned operational portfolios.
- Oversee operational matters including incident management, service recovery, escalations, and manpower coordination during normal and peak operations.
- Drive operational improvement initiatives, service enhancement projects, and cross-functional programmes to strengthen operational efficiency, resilience, and guest satisfaction.
- Monitor operational and service performance indicators, analyse trends and feedback, and implementation of improvement measures where required.
- Support the planning and execution of operational pilots, events, and new initiatives in alignment with organisational objectives.
- Review and maintain operational procedures, workflows, training materials, and risk assessments to ensure compliance, and effective service delivery.
- Support procurement, contract administration, reporting, budgeting, and related administrative functions.
- Foster a strong service culture and support team capability development through coaching, guidance, and continuous improvement practices.

Skills/Knowledge Required

- At least 5 years of relevant experience in attractions, hospitality, aviation, retail, integrated resorts, customer service, or other customer-facing operational environments.
- Strong experience in operations management, service delivery, stakeholder engagement, and outsourced vendor management.
- Proven ability to manage complex, fast-paced, and multi-stakeholder operational environments.
- Strong analytical, problem-solving, organisational, and project management skills.
- Experience in service excellence, operational planning, incident management, and process improvement initiatives.
- Comfortable managing operational disruptions, escalated situations, and service recovery with composure and sound judgment.
- Excellent interpersonal, written, and verbal communication skills.
- Positive, adaptable, and self-motivated team player with strong leadership and people management capabilities.
- Able to work rotating shifts, weekends, and public holidays where operationally required.
- Degree preferred; candidates with strong relevant operational and leadership experience will also be considered.