



Senior Operations Manager

Job Duties

- Supervise HKAC operations in the areas of facility/property management and venue operations.
- Formulate and implement the strategy for the venue hire and leasing of the building.
- Oversee and monitor the performance of the facility/property management contractors to ensure the service level agreement (SLA) is met.
- Manage and supervisor all-round leasing and tenancy matters. Negotiate lease agreements and contracts with tenants.
- Build and maintain strong relationships with tenants and foster collaboration among HKAC and tenants. Regular review and meet with tenants to enhance the tenant experience.
- Lead front-of-house operations including liaising with internal and external hirers to provide smooth and efficient operations. Manage venue hire team to ensure the delivery of excellent services to hirers.
- Manage the technical teams in supporting the needs of hirers/users of the venues.
- Be conversant with competitor offers and regularly benchmark HKAC pricing.
- Ensure safety and comfort for performances and events in venues.
- Supervise the art shop team to ensure smooth operations of in-house and online shop.
- Review products, creating themes and promotions communicated in both in-house and through online shop.
- Review and refine internal policies and provide constructive suggestions to improve the efficiency of the operations.
- Supervise, manage and train junior staff to implement the above tasks and foster a culture of excellence, communications and collaboration.

Job Requirements

- Degree holder with at least 6 years of working experience.
- Excellent execution, organisation and problem-solving skills, and able to work independently.
- Multi-tasking; adaptive to changes and able to work under pressure.
- Detail-oriented and self-motivated to strive for excellence. Able to communicate at all levels.
- Good writing and communications skills in both Chinese (Cantonese and Mandarin) and English.
- Candidate with less experience will be considered as Operations Manager.

Interested parties please send your resume and covering letter (please state your current and expected salary and available date) to hr@hkac.org.hk. Only short-listed candidates will be contacted.



We are an equal opportunities employer committed to workforce diversity and fair employment practices. All data collected will be used for recruitment purpose only.