

Senior Manager-MICE Operations

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Company: Benchmark Incentive & Leisure Travels Pvt Ltd

Location: bangalore

Category: other-general

Job description
Company Overview: Benchmark Incentive and Leisure Travels Pvt Ltd is a leading travel company that specializes in providing MICE (Meetings, Incentives, Conferences, and Exhibitions) services to clients worldwide. We are seeking an experienced and results-driven Head of MICE Operations to lead our operational team and ensure the successful delivery of MICE events for our clients.
Job Summary: The Head of MICE Operations is responsible for overseeing and managing the operational aspects of MICE events for Benchmark Incentive and Leisure Travels Pvt Ltd. This includes leading a team of MICE Operations Executives, developing and implementing strategic plans and initiatives, managing budgets and timelines, ensuring compliance with legal and regulatory requirements, building and maintaining relationships with clients and stakeholders, and continuously improving processes and procedures.
Key Responsibilities: Develop and implement strategic plans and initiatives to ensure the effective and efficient delivery of MICE events & Travels. Lead and manage a team of MICE Operations Executives and other staff, including setting goals and objectives, providing coaching and mentoring, and evaluating performance. Oversee the planning, coordination, and execution of MICE events, including costing, managing budgets, timelines, logistics, and vendor relationships. Ensure compliance with all relevant legal and regulatory requirements for MICE events, including health and safety regulations, data privacy laws, and other industry-specific regulations. Build and maintain relationships with Destination Management Companies (DMCs) and vendors, clients, stakeholders, and industry partners, hotelier's including attending industry events and conferences to stay up-to-date with industry trends and best practices. Develop and

implement standard operating procedures (SOPs) for MICE Operations, and continuously review and improve processes to ensure efficiency and effectiveness. Collaborate with other departments, such as Sales and Marketing, to ensure alignment and coordination across the organization. Identify and manage risks and issues related to MICE events/travels and develop contingency plans as necessary. Ensure high levels of customer satisfaction and retention by providing excellent service to clients and stakeholders. Qualifications: Bachelor's or master's degree in hospitality management, business administration, tourism or a related field. At least 5 and above years of experience in the International MICE operation, including event planning, tourism, and operations management. Strong leadership, communication, and organizational skills. Ability to work effectively under pressure and manage multiple priorities. Experience in managing a team and leading organizational change initiatives is desirable. In-depth knowledge of MICE industry trends, best practices, and technologies. The Head of MICE Operations is a senior management position that requires a results-driven individual who is committed to delivering exceptional service to clients and stakeholders. This role is critical to the success of MICE events at Benchmark Incentive and Leisure Travels Pvt Ltd and requires an experienced and dynamic leader who can drive operational excellence and continuous improvement.

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