



Job Description

Job Title: Operations Manager - META
Reporting to: Managing Director
Location: Dubai Office

Job Purpose:

Responsible for the smooth running of the SANS Dubai Office. Working alongside and liaising with our Managing Director, META, the Operations Manager will ensure that the office facilities, services, and environment is operating following the SANS standards and procedures as well as other administrative tasks as and when required.

Main duties and responsibilities:

Event Management

- Locate suitable venues within the stated city where an event is planned through the RFP process
- Contract negotiation with those venues that suit the SANS brand and intended event, with eventual selection of venue.
- Courseware planning, ordering and subsequent logistics to ensure all arrives at the event on time.
- Monitoring class capacities to ensure classroom allocation is correct and classes are marked as sold out when appropriate and then working with CS to ensure wait list is managed.
- Monitoring marketing activity to ensure that everything is running as per the issued plan.
- Liaising with instructors to confirm travel, hotel arrangements and all other requirements.
- Working with contracted venue for final arrangements of event.
- Organising and facilitating evening Instructor meals and delegate evening.
- On site management of the event, with responsibility for overall event success including the supervision of hotel staff and SANS course facilitators.
- Daily administration of delegate evaluation sheets, and liaison/follow up with delegates and instructors to maintain stringent SANS event/course quality.
- Deposit and Final invoicing to ensure all is financially sound with respect to event costs.
- Assistance and input to continuous improvement of relevant business processes to ensure we function as efficiently as possible both within Operations and across other SANS departments such as Sales, Marketing, Customer Services and Finance.
- Assist with the preparation and execution of Live Online events according to global procedure.

Project Management

- Track work to be completed, set deadlines and delegate tasks to your project/event team, identifying any potential risks.
- Organising the various employees working on a events and projects.
- Making sure that all the aims of the events and projects are met.
- Making sure the quality standards are met.



- Carry out planning in accordance with the needs of your clients, including setting goals and objectives, defining roles and producing schedules and timelines for tasks.
- Select, lead and motivate your team.
- Carry out monitoring and control activities to track the progress of the event/project.
- Identify and manage risks to ensure delivery is on time.
- Implement any necessary changes throughout the process.
- Closing an Event/Project – evaluate successes and challenges to enhance learning for your next event/project.

Other Administration Responsibilities

- Ensuring compliance with laws and regulations.
- Making sure that all employees fill out the required legal documents.
- Provide additional support where needed, if asked to do so by your line manager.

Person Specification

- 8 + years experience working within Operations.
- 3 + years experience in a leadership/managerial role.
- Advanced user of Monday.com.
- PC literate with good Outlook, Zoom/Teams and MS Office skills (particularly MS Excel).
- Expertise within Operations processes, with the ability to change and conduct process redesign.

To apply, please send an expression of interest and your CV to emea_hr@sans.org.