

Senior Manager, Event Operations

Global Events

Position Summary

Bentley Systems is seeking an operationally excellent event leader to serve as the day-to-day delivery lead for the company's flagship event portfolio, including the User Conference and Year in Infrastructure awards program.

Working closely with the Director of Global Event Delivery and the VP of Global Events, this role drives planning cadence, workstream management, operational readiness, agency coordination, and cross-functional accountability across a complex ecosystem of stakeholders and partners. Success in this role requires the ability to influence without authority, anticipate risks before they become issues, and help teams move from ideas to execution with confidence.

The ideal candidate thrives in fast-moving environments and brings exceptional organizational discipline, problem-solving ability, and a bias toward action. They excel at creating structure, maintaining momentum, and helping teams navigate complexity with clarity and confidence.

Core Responsibilities

Program Delivery & Workstream Leadership

- Serve as the operational lead for Bentley's flagship programs, including the User Conference and Year in Infrastructure.
- Build and maintain integrated workback schedules, critical paths, and milestone plans across all phases of delivery.
- Establish and run planning cadence, workstream meetings, readiness reviews, and issue-resolution forums that keep programs moving forward.
- Drive accountability across internal teams, agency partners, and stakeholders, ensuring commitments are met and dependencies are proactively managed.
- Identify risks, facilitate decisions, and escalate issues before they impact delivery.
- Maintain visibility into cross-functional dependencies and ensure decisions, action items, and milestones remain on track throughout the event lifecycle.
- Partner closely with the VP of Global Events and the Director of Global Event Delivery to ensure strategic vision and experience objectives are translated into executable plans.

Operational Readiness & Event Execution

- Lead operational readiness across registration, housing, transportation, food and beverage, staffing, keynote, content, and show floor workstreams, speaker logistics, executive programs, and onsite support.
- Partner with Experience Design and Programming & Content Operations teams to ensure creative, content, and production requirements are translated into executable plans and delivered according to schedule.

- Lead operational readiness reviews and drive issue resolution across all major workstreams in advance of critical milestones and onsite execution.
- Provide onsite operational leadership during load-in, show operations, load-out, and post-event closeout activities.

Agency & Partner Leadership

- Serve as the day-to-day operational lead for agency and production partners.
- Coordinate agency schedules, deliverables, and dependencies to ensure work progresses with clarity and accountability.
- Ensure external partners operate as extensions of the Bentley team.

Operational Excellence & Process Improvement

- Document lessons learned and incorporate improvements into future planning frameworks, templates, and playbooks.
- Identify opportunities to simplify workflows and improve team efficiency through practical application of AI-enabled tools, automation, and modern ways of working.
- Partner with the Director of Global Event Delivery to pilot and adopt new technologies that improve planning visibility, reduce manual effort, and increase organizational capacity.
- Contribute to the ongoing evolution and maturity of Bentley's event delivery model.
- Champion operational discipline and best practices across the organization.

Qualifications

- 8–12 years of progressive responsibility leading operations for large-scale enterprise technology conferences, including flagship events with complex stakeholder ecosystems, multiple workstreams, and high executive visibility.
- Demonstrated ability to create structure, establish operating cadence, and drive accountability across highly matrixed teams and external partners.
- Strong project and program management skills with the ability to balance competing priorities and tight timelines.
- Experience managing agencies, production partners, and vendors.
- Exceptional communication skills and the ability to maintain momentum and alignment across highly matrixed teams operating under tight timelines.
- Ability to influence cross-functional teams and drive accountability without direct authority.
- Experience building schedules, managing risks, and facilitating decision-making in dynamic environments.
- Curiosity and openness toward AI-enabled workflows, automation, and modern approaches to project management and event delivery.
- Excellent written and verbal communication skills.
- Experience with event technologies, project management platforms, and collaborative planning tools.
- Bachelor's degree or equivalent experience.

- Willingness to travel domestically and internationally and provide onsite leadership during event execution.

What Success Looks Like

- Bentley's flagship events are delivered with operational excellence and a consistently high-quality participant experience.
- Teams have clear priorities, strong accountability, and confidence in the delivery process.
- Risks are surfaced early and resolved before they impact execution.
- Agencies and partners operate as seamless extensions of the Bentley team.
- Strategic vision and experience objectives are translated into executable plans and delivered successfully.
- Lessons learned are captured and incorporated into stronger frameworks, processes, and playbooks.
- Bentley's event delivery organization continues to mature through scalable frameworks, modern tools, and disciplined execution.