

SKILLS FRAMEWORK FOR AEROSPACE				
SKILLS MAP - Programme Director/Senior Operations Manager				
Sector	Aerospace			
Track	Aircraft Maintenance			
Occupation	Operations Manager			
Job Role	Programme Director/Senior Operations Manager			
Job Role Description	<p>The Programme Director/Senior Operations Manager is responsible for managing all aircraft servicing and recovery operations and strategising reliable maintenance programmes to fulfil customer requirements and organisation's strategic goals. He/She guides the resolution of complex engineering problems and drives regular review meetings with stakeholders to drive conformance of aircraft maintenance works to stakeholder requirements and airworthiness standards.</p> <p>He develops functional plans in alignment with business strategies and goals, establishes the operating budget and capital investment plans, and establishes key performance indicators (KPIs) to meet business goals. He drives talent recruitment and management for the organisation. He promotes compliance with airworthiness and legislative requirements, while endorsing the organisation's standard operating procedures (SOPs), safety, health, risk and quality systems. He champions the concept of a lean enterprise and sustainability practices. He also strategises continuous improvement projects, data analytics and digital innovation initiatives to enhance business competitiveness.</p> <p>He is a key organisational expert who advises senior executive management and stakeholders on all strategic, engineering and operational matters. He should demonstrate strategic thinking, foresight and leadership capabilities, and manage relationships with internal and external stakeholders to achieve desired organisational outcomes.</p>			
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions	Key Tasks	Performance Expectations (For legislated / regulated occupations)*	
	Manage aircraft maintenance programmes	Strategise reliable aircraft maintenance programmes	<ul style="list-style-type: none"> • In accordance with: <ul style="list-style-type: none"> • International Civil Aviation Organisation (ICAO) legislation • Air Navigation Order (ANO) • Singapore Airworthiness Requirements (SAR) • Workplace Safety and Health (WSH) Act • Environmental standards • Aerospace quality management system standards • ISO, AN, MS, NAS and MIL standards • Air Transport Association of America (ATA) standards • Special process standards <p>*Performance Expectations are non-exhaustive and subject to prevailing regulations</p>	
		Approve aircraft maintenance plans to ensure fulfilment of customer requirements and organisation's strategic goals		
		Guide strategies for effective resource planning and utilisation		
		Approve maintenance organisation structure and technical services strategies in compliance with regulatory requirements		
		Drive technical and programme reviews with customers and suppliers		
	Conduct aircraft maintenance, repair and overhaul (MRO)	Endorse aircraft MRO operations for conformance to original equipment manufacturers (OEM), customer and regulatory requirements		
		Guide the resolution of complex engineering problems		
	Conform to management system requirements	Approve standard operating procedures (SOPs) for aircraft maintenance operations		
		Drive compliance of maintenance operations with legislative requirements and airworthiness standards		
		Endorse environment, safety and health systems, policies and procedures		
		Evaluate the effectiveness of organisational quality and risk management systems		
	Contribute to continuous improvement	Endorse sustainability practices for aircraft maintenance		
		Strategise continuous improvement projects to optimise business performance metrics		
		Champion the adoption of lean practices in the organisation		
Endorse research and innovation programmes based on business priorities				
Manage people and organisational development	Approve data analytics plans for strategic decision-making			
	Develop functional plans in alignment with business strategies and goals			
	Establish operating budget and plans for aircraft maintenance			
	Establish business development plans, targets and measurements			
	Manage relationships with internal and external stakeholders to meet business objectives			
	Establish key performance indicators (KPIs) to achieve business goals and objectives			
Drive talent recruitment, development and management to meet business needs				
Technical Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies	
	Applied Research and Development Management	Level 5	Leadership	Advanced
	Artificial Intelligence Application	Level 5	Developing People	Advanced
	Asset Management	Level 5	Decision Making	Advanced
	Audit and Review Management	Level 5	Service Orientation	Advanced
	Aviation Legislation Compliance	Level 5	Problem Solving	Advanced
	Big Data Analytics	Level 5		
	Budgeting	Level 5		
	Business Continuity Planning	Level 5		

Skills & Competencies	Business Negotiation	Level 6		
	Business Opportunities Development	Level 5		
	Business Performance Management	Level 5		
	Carbon Footprint Management	Level 6		
	Change Management	Level 5		
	Continuous Process Improvement	Level 5		
	Contract Development and Management	Level 5		
	Cyber Risk Management	Level 5		
	Engineering Problem Solving	Level 6		
	Enterprise Database System Administration	Level 5		
	Green Manufacturing Design and Implementation	Level 5		
	Human Factors Application and Error Management	Level 3		
	Innovation Management	Level 5		
	Internet of Things Implementation	Level 5		
	Knowledge Management	Level 5		
	Lean Manufacturing	Level 5		
	Maintenance Organisation Structure Management	Level 5		
	Maintenance Coordination	Level 6		
	Predictive Maintenance	Level 6		
	Production Planning	Level 5		
	Project Management	Level 5		
	Quality System Management	Level 5		
	Risk Compliance and Governance	Level 5		
	Robotics and Automation Application	Level 5		
	Stakeholder Management	Level 5		
	Strategy Planning	Level 5		
Supplier Management and Capability Development	Level 5			
Supply Chain Solutioning	Level 5			
Workplace Safety and Health Framework Development and Implementation	Level 5			
Programme Listing	For a list of training programmes available for the Aerospace sector, please visit < https://www.skillsfuture.sg/skills-framework/aero >			

The information contained in this document serves as a guide.