

SKILLS FRAMEWORK FOR AEROSPACE			
SKILLS MAP - Senior Operations Manager/Senior Technical Manager			
Sector	Aerospace		
Track	Aircraft Engine / Component Maintenance		
Occupation	Operations Manager		
Job Role	Senior Operations Manager/Senior Technical Manager		
Job Role Description	<p>The Senior Operations Manager/Senior Technical Manager leads and manages the operation of his/her division, ensuring all maintenance activities including engine assembly, disassembly, functional test of systems and components are performed in accordance with Original Equipment Manufacturer (OEMs) technical manuals, organisational and regulatory requirements. He strategises condition-based maintenance programmes, and approves maintenance plans and maintenance organisation structure. He guides resolution of engineering problems and drives regular review meetings with stakeholders.</p> <p>His responsibilities include developing functional plans in alignment with business strategies and goals, establishing operating budget and capital investment plans, and 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 must 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 engine and component maintenance programmes	Strategise condition-based maintenance programmes for aircraft engines and components	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 *Performance Expectations are non-exhaustive and subject to prevailing regulations
		Approve engine and component 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 engine and component maintenance, repair and overhaul (MRO)	Endorse engine and component 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 engine and component maintenance operations	
		Drive compliance with the corporate governance policies and legislative requirements	
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 engine and component 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 engine and component 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		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		
Business Negotiation	Level 6		

Skills & Competencies	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 >			

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