

SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – MANAGER (AIRSIDE OPERATIONS)		
Sector	Air Transport	
Sub-Sector	Airport	
Track	Airside Operations	
Occupation	Airside Operations Manager	
Job Role	Manager (Airside Operations)	
Job Role Description	<p>The Manager (Airside Operations) oversees the development of emergency aircraft plans and Foreign Object Debris (FOD) clearance policies and procedures. He/She reviews Standard Operating Procedures (SOPs) to optimise stands allocation and planning operations. He also monitors safety and performance standards at the airside and develops systems to monitor for adherence to safety and/or security standards. To embody the role of a trusted mentor, he determines the developmental needs of staff and teams and guides them to maximise their potential. He also champions change management initiatives for the organisation.</p> <p>The Manager (Airside Operations) has an extensive knowledge of airport and airside operations and aviation industry standards, policies and practices. He is well-versed in the organisation’s aerodrome and airside safety SOPs. He keeps abreast of the latest international developments and regulations affecting airside operations. In addition, he has profound management skills and excellent stakeholder management skills to lead staff and represent the organisation before external stakeholders.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
		Oversee the development of emergency aircraft plans
	Manage airside ground operations	Manage disabled aircraft removal plans
		Oversee airside works and the set-up of new facilities to ensure smooth airside ground operations
		Develop and review FOD clearance policies and procedures
		Enforce airside discipline
		Oversee adherence to safety and performance standards
	Administer airside maintenance activities	Implement audits to ensure airside pavement surfaces, systems and environment complies with legislation and statutory requirements
		Collaborate with stakeholders to coordinate and harmonise airside maintenance activities
		Provide oversight on all maintenance activities to ensure compliance standards are met
Implement maintenance action plans for the airside		

	Manage stands allocation and planning	Review SOPs to optimise stands allocation and planning operations			
		Manage Airport Collaborative Decision Making (A-CDM) projects to improve performance of airside operations			
		Research new technologies to enhance stands allocation and planning			
	Uphold safety and/or security standards	Identify safety and/or security risks and develop plans to mitigate identified risks			
		Develop systems to monitor adherence to safety and/or security standards			
		Lead continuous improvement projects to improve safety and/or security in the workplace			
	Influence organisational development	Lead change management in the organisation			
		Address complaints and key concerns impacting staff morale and performance			
		Develop staff talents through capability development and coaching			
		Conduct interviews and make hiring decisions			
		Manage future operational development plans			
	Build business network	Develop partnerships with airport agencies, authorities, customers and/or vendors			
		Work with diverse group of stakeholders to meet the needs of multicultural audiences			
	Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
		Accident and Incident Response Management	Level 3	Decision Making	Advanced
Airport Collaborative Decision Making Model Application		Level 5	Sense Making	Advanced	
Airport Operations Management		Level 4	Transdisciplinary Thinking	Intermediate	
Airside Driving		Level 4	Creative Thinking	Intermediate	
Airside Operations Management		Level 5	Computational Thinking	Intermediate	
Airside Safety		Level 5			
Business Negotiation		Level 5			
Change Management		Level 5			
Dangerous Goods Management		Level 4			
Hazard and Risk Control and Policy Management		Level 4			
Human Factors Management		Level 5			
Internet of Things Application		Level 5			

	Learning and Development	Level 5	
	Manpower Planning	Level 5	
	Process Improvement and Optimisation	Level 5	
	Runway Safety	Level 5	
	Service Innovation	Level 5	
	Stakeholder Management	Level 5	
	Standard Operating Procedures Development	Level 5	
	Technology Application	Level 4	
	Wildlife Hazard Management	Level 5	
Programme Listing	For a list of Training Programmes available for the Air Transport sector, please visit: www.skillsfuture.sg/skills-framework/air-transport		

The information contained in this document serves as a guide.