

SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – EXECUTIVE (GROUND SERVICES)		
Sector	Air Transport	
Sub-Sector	Airline	
Track	Ground Services	
Occupation	Ground Services Professional	
Job Role	Executive (Ground Services)	
Job Role Description	<p>The Executive (Ground Services) oversees activities relating to the audit of ground service standards and develops partnerships with a wide range of audiences and stakeholders. He/She reviews service standard agreements and develops action plans to improve service efficiency for the airline. He conducts rate reviews for ground handlers regarding pricing, service quality and scope of work. In addition, he also plans cost estimates for contracts with ground handling organisations. He proposes process changes to improve passenger safety and/or security standards. He contributes to organisational development by developing on-the-job training programmes and workplace learning plans.</p> <p>With foresight and highly developed analytical capabilities, the Executive (Ground Services) is able to develop action plans and provide recommendations to address any identified service delivery gaps. He develops strong rapport with the stakeholders by recognising their interests and engaging them in making mutually beneficial decisions. He has exceptional communication and interpersonal skills to communicate effectively within teams. He is also customer-focused, results-oriented and able to work under pressure with good multi-tasking skills.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Manage ground service standards	Review national service standard agreements and frameworks of ground handling organisations
		Ensure ground handlers comply to established standards in Service Level Agreements (SLAs) and local regulations
		Produce audit reports for submission to audit officers
		Develop action plans and business cases to improve the efficiency of ground handling organisations
		Recommend corrective actions for ground handling organisations which breach established service standards
		Conduct rate reviews for ground handlers with regards to pricing, service quality and scope of work
		Plan cost estimates for contracts with ground handling organisations
	Administer quality passenger services	Collaborate with internal stakeholders to develop broad-based written communications to passengers
Develop action plans to manage passengers during disrupted or delayed flight services		

		Recommend solutions to resolve exceptional complaint cases		
	Maintain passenger safety and security	Enforce a strong safety and security culture for passengers		
		Propose process changes to improve safety and security standards		
	Influence organisational development	Develop on-the-job training programmes		
		Develop workplace learning plans		
		Advise supervisors and/or officers in the execution of new policies		
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
	Accident and Incident Response Management	Level 3	Leadership	Intermediate
	Aircraft Turnaround Coordination	Level 4	Decision Making	Intermediate
	Airline Operations Management	Level 4	Problem Solving	Intermediate
	Airline Representation and Station Management	Level 4	Teamwork	Intermediate
	Airport Operations Management	Level 3	Communication	Intermediate
	Behavioural Analysis and Predictive Screening	Level 3		
	Business Development	Level 4		
	Business Negotiation	Level 4		
	Change Management	Level 4		
	Crisis Communication and Media Management	Level 4		
	Customer Service Delivery	Level 4		
	Data Analytics	Level 4		
	Flight Disruptions and Irregular Operations Management	Level 4		
	Ground Services Training Delivery	Level 4		
	Human Factors Management	Level 4		
	Innovation Management	Level 4		
	Internet of Things Application	Level 4		
	Learning and Development	Level 4		
	Manpower Planning	Level 4		
	Process Improvement and Optimisation	Level 4		

	Service Branding and Coaching	Level 4	
	Service Innovation	Level 4	
	Service Level Agreement Management	Level 4	
	Stakeholder Management	Level 4	
	Standard Operating Procedures Development	Level 4	
	Technology Application	Level 4	
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.