

SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – FLIGHT OPERATIONS OFFICER				
Sector	Air Transport			
Sub-Sector	Airport			
Track	Flight Operations			
Occupation	Flight Operations Associate Professional			
Job Role	Flight Operations Officer			
Job Role Description	<p>The Flight Operations Officer works closely with the flight crew to develop flight plans. He/She examines weather data and determines changes to the flight routes. He is also in charge of monitoring flight schedules and movement messages and disseminates changes in flight schedules to relevant stakeholders. He provides continuous flight watch services for the airlines. He also adheres to safety and security standards and escalate reports of breaches.</p> <p>The Flight Operations Officer possesses good communication and interpersonal skills to interact with flight crew and other airline and ground personnel on all issues related to flight operations. He works in shifts to accommodate round-the-clock flight arrivals and departures. In addition, he possesses good written and verbal communication skills in order to develop accurate flight plans. He is detail-oriented with good computer literacy skills and work well with others.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks		
	Administer flight operations before departures	Develop flight plans in collaboration with flight crew		
		Examine weather data to determine changes to flight routes		
		File flight plans with relevant authorities		
		Check and compile movement messages		
	Administer flight operations after departures	Monitor flight schedules and disseminate changes in flight schedules to relevant stakeholders		
		Check and compile departure movement messages		
Uphold safety and/or security standards	Provide flight watch services for airlines			
	Interpret and follow safety and/or security standards for teams in the workplace			
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
	Accident and Incident Response Management	Level 2	Sense Making	Basic
	Aircraft Performance Management	Level 2	Communication	Intermediate
	Aircraft Turnaround Coordination	Level 2	Decision Making	Intermediate
	Change Management	Level 2	Digital Literacy	Intermediate

	Dangerous Goods Management	Level 2	Problem Solving	Basic
	Flight Dispatch	Level 2		
	Flight Planning	Level 2		
	Flight Watching and Flight Following	Level 2		
	Ground Handling Services and Operations Management	Level 2		
	Hazard and Risk Control and Policy Management	Level 3		
	Human Factors Management	Level 2		
	Human-Robot Collaboration	Level 2		
	Inclement Weather Operations and Planning	Level 2		
	Innovation Management	Level 2		
	International Air Transport Association Safety Audit for Ground Operations Implementation	Level 2		
	Internet of Things Application	Level 2		
	Learning and Development	Level 2		
	Process Improvement and Optimisation	Level 2		
	Stakeholder Management	Level 2		
	Technology Application	Level 2		
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.