

**SKILLS FRAMEWORK FOR AIR TRANSPORT
SKILLS MAP – SUPERVISOR (FLIGHT OPERATIONS)**

Sector	Air Transport	
Sub-Sector	Airport	
Track	Flight Operations	
Occupation	Flight Operations Professional	
Job Role	Supervisor (Flight Operations)	
Job Role Description	<p>The Supervisor (Flight Operations) oversees the smooth running of flight operations and ensures that all flight planning activities adhere to Standard Operating Procedures (SOPs) and meet established standards. He/She works closely with relevant authorities to resolve any flight operations issues and maintains communication with airline representatives, airport agencies and authorities. He carries out periodic checks and investigates safety and/or security breaches. He also serves as a mentor to team members and/or direct reports and is responsible for resolving conflicts, grievances and disputes among the team.</p> <p>The Supervisor (Flight Operations) possesses a proficient understanding of flight watching and flight following systems to administer flight operations. He works in shifts to accommodate round-the-clock flight arrivals and departures. He also understands the needs of internal and external stakeholders in order to build and maintain good working relationships. In addition, he possesses excellent computer literacy skills and strong communication, interpersonal and supervisory skills to lead the team.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Administer flight operations before departures	Resolve issues affecting flights and route planning for flights
		Act as point of contact to facilitate operational requirements for flight operations
		Oversee day-to-day planning of flights before departures
		Ensure team complies with airlines' Standard Operating Procedures (SOPs) during flight operations
	Administer flight operations after departures	Liaise with relevant authorities on matters concerning flight operations
		Maintain communication with airline representatives, airport agencies and authorities
	Uphold safety and/or security standards	Enforce compliance of safety and/or security standards in the workplace
		Investigate root causes of breaches in safety and/or security standards
		Carry out safety and/or security checks in the workplace
	Influence organisational development	Manage staff conflicts, grievances and disputes
		Provide coaching and feedback to improve team performance
		Provide on-the-job training to enhance capabilities of team members and/or direct reports

	Act as mentor to team members and/or direct reports			
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
	Accident and Incident Response Management	Level 3	Leadership Intermediate	
	Aircraft Performance Management	Level 3	Problem Solving Advanced	
	Aircraft Turnaround Coordination	Level 3	Service Orientation Intermediate	
	Change Management	Level 3	Communication Advanced	
	Dangerous Goods Management	Level 3	Decision Making Intermediate	
	Flight Dispatch	Level 3		
	Flight Planning	Level 3		
	Flight Watching and Flight Following	Level 3		
	Ground Handling Services and Operations Management	Level 3		
	Hazard and Risk Control and Policy Management	Level 3		
	Human Factors Management	Level 3		
	Human-Robot Collaboration	Level 3		
	Inclement Weather Operations and Planning	Level 3		
	Innovation Management	Level 3		
	International Air Transport Association Safety Audit for Ground Operations Implementation	Level 3		
	Internet of Things Application	Level 3		
	Learning and Development	Level 3		
	Process Improvement and Optimisation	Level 3		
	Stakeholder Management	Level 3		
Standard Operating Procedures Development	Level 3			
Technology Application	Level 3			
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.