

SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – EXECUTIVE (FLIGHT OPERATIONS)			
Sector	Air Transport		
Sub-Sector	Airport		
Track	Flight Operations		
Occupation	Flight Operations Professional		
Job Role	Executive (Flight Operations)		
Job Role Description	<p>The Executive (Flight Operations) determines flight dispatch requirements for new airlines and ensures that flight plans adhere to airlines' Standard Operating Procedures (SOPs). He/She performs investigations on reports or complaints lodged by flight crew and develops action plans to address safety and/or security issues. He is also responsible for developing on-the-job training programmes and workplace learning plans to improve the capabilities of the flight operations teams.</p> <p>Equipped with strong computer literacy, the Executive (Flight Operations) has in-depth knowledge of flight operations systems and route planning. He also possesses strong written and verbal communication skills to oversee daily flight operations. He is detail-oriented to carry out investigations and address internal and external audit issues. He has excellent stakeholder management skills to build and maintain relationships with various stakeholders. He also possesses strong people management skills to provide leadership and training to the flight operations teams.</p>		
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks	
	Administer flight operations before departures	Determine flight dispatch requirements for new airlines	
		Ensure adherence of flight operations procedures to airlines' Standard Operating Procedures (SOPs)	
	Administer flight operations after departures	Investigate reports or complaints lodged by flight crew	
		Implement corrective actions to address reports or complaints lodged by flight crew	
	Uphold safety and/or security standards	Enforce a strong safety and/or security culture in the workplace	
		Address internal or external audit issues	
		Recommend action plans to prevent future safety and/or security breaches	
	Influence organisational development	Develop on-the-job training programmes	
		Develop workplace learning plans	
Advise supervisors and/or team leads in the execution of new policies			
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)
	Accident and Incident Response Management	Level 3	Virtual Collaboration Intermediate

	Aircraft Performance Management	Level 4	Leadership	Advanced
	Aircraft Turnaround Coordination	Level 4	Decision Making	Advanced
	Business Development	Level 4	Interpersonal Skills	Advanced
	Business Negotiation	Level 4	Service Orientation	Advanced
	Change Management	Level 4		
	Crisis Communication and Media Management	Level 3		
	Customer Relationship Management	Level 4		
	Dangerous Goods Management	Level 4		
	Financial Planning and Budget Management	Level 3		
	Flight Dispatch	Level 4		
	Flight Planning	Level 4		
	Flight Watching and Flight Following	Level 4		
	Ground Handling Services and Operations Management	Level 4		
	Hazard and Risk Control and Policy Management	Level 4		
	Human Factors Management	Level 4		
	Human-Robot Collaboration	Level 4		
	Inclement Weather Operations and Planning	Level 4		
	Innovation Management	Level 4		
	International Air Transport Association Safety Audit for Ground Operations Implementation	Level 4		
	Internet of Things Application	Level 4		
	Learning and Development	Level 4		
	Manpower Planning	Level 4		
	Process Improvement and Optimisation	Level 4		
	Service Innovation	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.