

SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – MANAGER (FLIGHT OPERATIONS)		
Sector	Air Transport	
Sub-Sector	Airport	
Track	Flight Operations	
Occupation	Flight Operations Manager	
Job Role	Manager (Flight Operations)	
Job Role Description	<p>The Manager (Flight Operations) serves as the Subject Matter Expert (SME) for flight operations and is responsible for reviewing all activities related to flight operations. He/She drives continuous improvement strategies to improve productivity and business development initiatives. He also leads the development of Standard Operating Procedures (SOPs) and systems to mitigate safety and/or security risks, and monitors for adherence to safety and/or security standards. He also develops the teams' technical capabilities and maintains positive morale within the teams.</p> <p>The Manager (Flight Operations) possesses strong stakeholder management and people management skills to build relationships with customers and other stakeholders of the organisation and lead his staff and teams. He also has strong computer literacy skills and an in-depth understanding of new developments and trends impacting flight operations in the industry. Furthermore, he possesses outstanding written and verbal communication skills with strategic thinking capabilities and foresight in order to formulate plans and systems for flight operations.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Administer flight operations after departures	Resolve reports or complaints lodged by flight crew
		Serve as the country's flight operations Subject Matter Expert (SME)
	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	Conduct interviews and make hiring decisions
		Develop staff through capability development and coaching
		Address complaints and key concerns impacting staff morale and performance
		Lead change management in the organisation
	Drive business development operations	Analyse customers' needs to modify products and services
		Recommend new products and services to customers
Propose initiatives to enhance productivity and innovation		

	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	Leadership	Intermediate
	Aircraft Performance Management	Level 5	Decision Making	Advanced
	Aircraft Turnaround Coordination	Level 4	Global Mindset	Intermediate
	Business Development	Level 5	Interpersonal Skills	Advanced
	Business Negotiation	Level 5	Problem Solving	Advanced
	Change Management	Level 5		
	Crisis Communication and Media Management	Level 4		
	Customer Relationship Management	Level 5		
	Dangerous Goods Management	Level 4		
	Financial Planning and Budget Management	Level 4		
	Flight Dispatch	Level 4		
	Flight Planning	Level 5		
	Flight Watching and Flight Following	Level 4		
	Ground Handling Services and Operations Management	Level 5		
	Hazard and Risk Control and Policy Management	Level 4		
	Human Factors Management	Level 5		
	Human-Robot Collaboration	Level 5		
	Inclement Weather Operations and Planning	Level 5		
	Innovation Management	Level 5		
	International Air Transport Association Safety Audit for Ground Operations Implementation	Level 5		
	Internet of Things Application	Level 5		
	Learning and Development	Level 5		

	Manpower Planning	Level 5	
	Process Improvement and Optimisation	Level 5	
	Service Innovation	Level 5	
	Stakeholder Management	Level 5	
	Standard Operating Procedures Development	Level 5	
	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.