

SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – SUPERVISOR (LOAD CONTROL)			
Sector	Air Transport		
Sub-Sector	Airport		
Track	Load Control Services		
Occupation	Load Control Services Professional		
Job Role	Supervisor (Load Control)		
Job Role Description	<p>The Supervisor (Load Control) oversees the smooth running of load control operations. He/She is expected to review calculations for aircraft mass, balance and control as well as the mass centre of gravity. He ensures the timely delivery of load sheets and conducts Quality Assurance (QA) checks on mass and balance measurements. He ensures load limits and distribution plans are developed in line with Standard Operating Procedures (SOPs). He investigates issues encountered during load control operations and proposes corrective measures to prevent their recurrence. 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>A proficient understanding of load control procedures and airline requirements is expected of the Supervisor (Load Control). He requires an Airlines' Load and Trim Certification to perform his duties and works in shifts to accommodate round-the-clock flight arrivals and departures. He is detail-oriented and adept in computer literacy to work with vast amounts of data. Additionally, he manages stressful situations and tight time constraints. To execute his mentorship and supervisory duties, he also possesses strong communication and interpersonal skills.</p>		
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions	Key Tasks	Performance Expectations (For legislated / regulated occupations)
	Administer aircraft mass and balance measurements	Review calculations of aircraft mass, balance and control for accuracy	In accordance with: Airlines' Load and Trim Certification
		Review calculations of aircraft mass centre of gravity for accuracy	
		Oversee mass and balance measurement operations to ensure load sheets are delivered on time	
		Conduct Quality Assurance (QA) checks on mass and balance measurements	
		Make amendments to load sheets to rectify deficiencies in load planning	
		Resolve issues encountered during load control operations	
		Determine manpower needs and deploy manpower for load control operations	

	Administer aircraft load limits and distribution plans	Ensure load limits and distribution plans are developed in line with Standard Operating Procedures (SOPs)				
		Review load distribution of cargo or baggage on aircraft				
		Sign off on load distribution documentation of cargo or baggage on aircraft				
		Complete load planning documentation				
	Administer flight performance data calculations	Finalise performance data documentation				
		Sign off on performance data documentation before dissemination to relevant authorities or departments				
	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	Digital Literacy	Intermediate
		Aircraft Load Planning		Level 4	Leadership	Intermediate
Aircraft Turnaround Coordination		Level 3	Decision Making	Basic		
Aircraft Weight and Balance Calculation		Level 3	Problem Solving	Basic		
Change Management		Level 3	Service Orientation	Intermediate		
Dangerous Goods Management		Level 3				
Flight Performance Data Calculation		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	
	Load Control Documentation	Level 4	
	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.