

<b>SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – EXECUTIVE (LOAD CONTROL)</b>			
<b>Sector</b>	Air Transport		
<b>Sub-Sector</b>	Airport		
<b>Track</b>	Load Control Services		
<b>Occupation</b>	Load Control Services Professional		
<b>Job Role</b>	Executive (Load Control)		
<b>Job Role Description</b>	<p>The Executive (Load Control) determines load sheet requirements with airlines and develops manpower plans to support load control operations. He/She performs regular audits to ensure that the calculation of load limits, distribution and flight performance data complies with Standard Operating Procedures (SOPs). He also recommends enhancements to address areas of non-compliance and improves operational efficiencies. He develops SOPs to ensure alignment with safety and regulatory requirements, and is responsible for manpower deployment, developing on-the-job training programmes and workplace learning plans.</p> <p>Besides holding an Airlines' Load and Trim Certification to perform his duties, the Executive (Load Control) also possesses outstanding data management and analytical skills. Moreover, he is comfortable with number crunching and is resilient to unforeseen interruptions and stressful situations. He also has excellent verbal and written communication skills and strong people management skills in order to develop effective training programmes and learning plans for the teams.</p>		
<b>Critical Work Functions and Key Tasks / Performance Expectations</b>	<b>Critical Work Functions</b>	<b>Key Tasks</b>	<b>Performance Expectations (For legislated / regulated occupations)</b>
	Administer aircraft mass and balance measurements	Consult with airlines to determine load sheets requirements	In accordance with:  Airlines' Load and Trim Certification
		Develop manpower plans for load control operations	
	Administer aircraft load limits and distribution plans	Review Standard Operating Procedures (SOPs) to calculate load limits and distribution	
		Manage internal studies to audit current processes for calculating load limits and distribution	
	Administer flight performance data calculations	Review SOPs for calculating flight performance data	
Manage compliance and operational audits for flight performance data calculations			
	Enforce a strong safety and/or security culture in the workplace		

	Uphold safety and/or security standards	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		
		Advise supervisors and/or team leads in the execution of new policies		
<b>Skills &amp; Competencies</b>	<b>Technical Skills &amp; Competencies</b>		<b>Generic Skills &amp; Competencies (Top 5)</b>	
	Accident and Incident Response Management	Level 3	Digital Literacy	Intermediate
	Aircraft Load Planning	Level 4	Virtual Collaboration	Intermediate
	Aircraft Turnaround Coordination	Level 4	Service Orientation	Intermediate
	Aircraft Weight and Balance Calculation	Level 4	Leadership	Intermediate
	Business Development	Level 4	Decision Making	Intermediate
	Business Negotiation	Level 4		
	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 Performance Data Calculation	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	
	Load Control Documentation	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	
<b>Programme Listing</b>	For a list of Training Programmes available for the Air Transport sector, please visit: <a href="http://www.skillsfuture.sg/skills-framework/air-transport">www.skillsfuture.sg/skills-framework/air-transport</a>		

The information contained in this document serves as a guide.