

<b>SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – MANAGER (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 Manager		
<b>Job Role</b>	Manager (Load Control)		
<b>Job Role Description</b>	<p>The Manager (Load Control) drives collaborative efforts with other departments and airlines to improve load control operational standards. He/She is responsible for exploring new technologies to calculate load limits, distribution and flight performance data. He leads the development of Standard Operating Procedures (SOPs) and systems to mitigate safety and/or security risks, and monitors the 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 (Load Control) possesses remarkable interpersonal and stakeholder management skills to build and maintain relationships with internal and external stakeholders. He also has strategic thinking capabilities and foresight in order to formulate load control operations and improve processes for the organisation. In addition, he is adaptable to maintain operational effectiveness during stressful situations with strong analytical skills. He also possesses excellent communication, people management and time management skills.</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	Collaborate with other departments and airlines to streamline inter-departmental procedures on load control operations	In accordance with:  Airlines' Load and Trim Certification
		Determine feasibility of new procedures on load control operations	
	Administer aircraft load limits and distribution plans	Establish Standard Operating Procedures (SOPs) to calculate load limits and distribution	
		Implement enhancements for calculating load limits and distribution	
	Administer flight performance data calculations	Establish SOPs for calculating flight performance data	
Explore new technologies for calculating flight performance data based on industry changes			

	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				
	<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	Leadership	Advanced
Aircraft Load Planning		Level 4	Decision Making	Advanced		
Aircraft Turnaround Coordination		Level 4	Interpersonal Skills	Advanced		
Aircraft Weight and Balance Calculation		Level 4	Problem Solving	Advanced		
Business Development		Level 5	Teamwork	Intermediate		
Business Negotiation		Level 5				
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 Performance Data Calculation		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	
	Load Control Documentation	Level 4	
	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	
<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.