

**SKILLS FRAMEWORK FOR AIR TRANSPORT  
SKILLS MAP – SUPERVISOR (TECHNICAL SERVICES)**

<b>Sector</b>	Air Transport	
<b>Sub-Sector</b>	Airport	
<b>Track</b>	Technical Services	
<b>Occupation</b>	Technical Services Professional	
<b>Job Role</b>	Supervisor (Technical Services)	
<b>Job Role Description</b>	<p>The Supervisor (Technical Services) is responsible for ensuring that maintenance outcomes meet established maintenance plans, objectives and timelines. He/She performs quality checks on repair works and prepares analytical reports on the functionality of the Ground Support Equipment (GSE). As a leader to his team, he plays a mentoring role and delivers technical training to equip his team with relevant technical knowledge and skills. Moreover, he resolves conflicts, grievances and disputes among the team. He also enforces safety and/or security standards by carrying out periodic checks and investigating any breaches.</p> <p>The Supervisor (Technical Services) possesses a good working knowledge of electronic and mechanical systems used in airport ground handling operations and is proficient at working with maintenance systems and tools. He also works in shifts to accommodate round-the-clock flight arrivals and departures. In addition, he is adept in people management and interpersonal skills in order to facilitate training and mentoring of the team. He is also detail-oriented and possesses good verbal and written communication skills to manage a team and prepare accurate reports.</p>	
<b>Critical Work Functions and Key Tasks</b>	<b>Critical Work Functions</b>	<b>Key Tasks</b>
	Provide technical maintenance services	Perform Quality Control (QC) checks on repair works
		Administer maintenance plans and objectives to repair malfunctioning Ground Support Equipment (GSE)
		Assess maintenance outcomes against established maintenance plans, objectives and timelines
		Prepare analytical reports on functionality of GSE
		Prepare documentation for disposal of Beyond Economical Repair (BER) and obsolete GSE
	Manage technical training needs	Deliver training after acquiring relevant technical knowledge and skills
		Coordinate technical training for the team
	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		
<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	Intermediate
	Aircraft Turnaround Coordination	Level 3	Interpersonal Skills	Intermediate
	Airside Driving	Level 3	Teamwork	Intermediate
	Change Management	Level 3	Managing Diversity	Intermediate
	Dangerous Goods Management	Level 3	Problem Solving	Intermediate
	Ground Handling Services and Operations Management	Level 3		
	Ground Support Equipment Failure Analysis	Level 3		
	Ground Support Equipment Maintenance	Level 3		
	Ground Support Equipment Operations	Level 3		
	Ground Support Equipment Safety Audit Inspections	Level 3		
	Hazard and Risk Control and Policy Management	Level 3		
	Human Factors Management	Level 3		
	Human-Robot Collaboration	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		
	Process Improvement and Optimisation	Level 3		
	Stakeholder Management	Level 3		
	Standard Operating Procedures Development	Level 3		
Technology Application	Level 3			

<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>
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The information contained in this document serves as a guide.