

<b>SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – SUPERVISOR (RAMP/TECHNICAL RAMP)</b>					
<b>Sector</b>	Air Transport				
<b>Sub-Sector</b>	Airport				
<b>Track</b>	Ramp and Technical Ramp Services				
<b>Occupation</b>	Ramp and Technical Ramp Services Professional				
<b>Job Role</b>	Supervisor (Ramp/Technical Ramp)				
<b>Job Role Description</b>	<p>The Supervisor (Ramp/Technical Ramp) oversees the smooth running of ramp/technical ramp operations. He/She is responsible for managing manpower and equipment resources as well as resolving operational issues. He carries out periodic safety and/or security checks and investigate breaches. As a supervisor, he 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>The Supervisor (Ramp/Technical Ramp) is proficient with technological tools and has a good understanding of customer and stakeholder needs. He possesses a Class 3 Driving Licence and an Airfield Driving Permit (ADP) to operate vehicles and equipment and works in shifts to accommodate round-the-clock flight arrivals and departures. He also has strong communication, interpersonal and supervisory skills to interact with people at all levels and good time management skills to handle stressful situations and tight time constraints.</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>		
				Prepare for ramp/technical ramp operations	Determine manpower and equipment requirements for ground handling services and operations
					Assign tasks and rosters to team members using Internet of Things (IoT) devices
	Manage replacement of malfunctioning Ground Support Equipment (GSE)				
	Administer ramp/technical ramp operations	Address day-to-day issues during ramp/technical ramp operations			
		Log and report hazards identified during ramp/technical ramp operations			
		Administer and ensure smooth running of ramp/technical ramp operations			
		Update operational information and instructions to team members using IoT devices			
	Conduct post ramp/technical ramp operations	Ensure all GSE are parked in Equipment Staging Area (ESA)			
		Investigate irregularities detected during ramp/technical ramp operations			

		Prepare reports on irregularities during ramp/technical ramp operations		
	Uphold safety and/or security standards	Enforce compliance to 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 Movement Management	Level 3	Communication	Intermediate
	Aircraft Turnaround Coordination	Level 3	Resource Management	Intermediate
	Airside Driving	Level 3	Teamwork	Intermediate
	Baggage Loading and Unloading Administration	Level 3	Interpersonal Skills	Intermediate
	Cargo Loading and Unloading Administration	Level 3		
	Change Management	Level 3		
	Dangerous Goods Management	Level 3		
	Ground Handling Services and Operations Management	Level 3		
	Ground Support Equipment Operations	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	
	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>		

The information contained in this document serves as a guide.