

<b>SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – MANAGER (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 Manager	
<b>Job Role</b>	Manager (Ramp/Technical Ramp)	
<b>Job Role Description</b>	<p>The Manager (Ramp/Technical Ramp) leads collaboration efforts with airport agencies and airlines to improve ground handling standards and performance. He/She is responsible for updating Standard Operating Procedures (SOPs) to reflect changes in technology, regulatory requirements and performance expectations. He also leads the development of SOPs and systems to mitigate safety and/or security risks, and monitors adherence to safety and/or security standards. He develops the teams' technical capabilities and maintains positive morale within the teams. In addition, he proposes new productivity and innovation initiatives for the organisation and develops partnerships with a broad group of internal and external stakeholders.</p> <p>The Manager (Ramp/Technical Ramp) possesses strong interpersonal and stakeholder management skills to build and maintain stakeholder relationships. He also has strategic thinking capabilities and foresight in order to formulate ramp/technical ramp operational plans. In addition, he is adaptable and responds to stressful situations within a tight time frame. The Manager (Ramp/Technical Ramp) also has excellent communication and people management skills with strong computer literacy.</p>	
<b>Critical Work Functions and Key Tasks</b>	<b>Critical Work Functions</b>	<b>Key Tasks</b>
	Prepare for ramp/technical ramp operations	Collaborate with airport agencies and airlines to enhance ground handling services standards and expectations
		Present updates to departments and authorities regarding aircraft schedules, requirements and services needed
	Administer ramp/technical ramp operations	Implement modifications of ramp/technical ramp operations in tandem with technological changes, compliance changes and airlines expectations
		Develop solutions to eliminate hazards for ramp/technical ramp operations
		Develop strategies for ramp/technical ramp operations
		Collaborate with airlines and authorities to develop Standard Operating Procedures (SOPs)
	Conduct post ramp/technical ramp operations	Strategise plans to communicate changes to SOPs
Endorse proposed changes to current ramp/technical ramp processes based on irregularities reported		
	Develop strategies to minimise cost impact of aircraft damages and operational irregularities during ramp/technical ramp operations	

	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		
		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 Turnaround Coordination	Level 4	Interpersonal Skills	Advanced
	Baggage Loading and Unloading Administration	Level 5	Global Mindset	Intermediate
	Business Development	Level 5	Decision Making	Advanced
	Business Negotiation	Level 5	Developing People	Advanced
	Cargo Loading and Unloading Administration	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		
	Ground Handling Services and Operations Management	Level 5		
	Ground Support Equipment Operations	Level 4		
	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	
	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.