

SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – VICE PRESIDENT		
Sector	Air Transport	
Sub-Sector	Airport	
Track	Baggage Services/Flight Operations/Load Control Services/Technical Services/Cargo Operations/Ramp and Technical Ramp Services/Catering Services	
Occupation	Airport Ground Handling Manager	
Job Role	Vice President	
Job Role Description	<p>The Vice President formulates strategies for airport ground handling services and operations. He/She ensures that airport ground handling services and operations are aligned with evolving customer needs, industry technological advancements, brand identity of the airline and commercial objectives of the organisation. He spearheads continuous improvement and business development activities with internal and external stakeholders to improve the profitability of the business. As an organisational leader, he plays a pivotal role in influencing the development of the organisation by making key decisions related to human capital needs.</p> <p>As the Vice President for airport ground handling services and operations, he cultivates relationships with senior stakeholders in the industry to meet and exceed commercial objectives of the organisation. He possesses exceptional leadership, decision-making and stakeholder management skills in order to build strategic partnerships locally and internationally. He has deep insights into airline and airport operations and international trends, regulations and developments affecting airport ground handling services and operations.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Uphold safety and/or security standards	Strategise organisational workplace safety and security programmes
		Collaborate with authorities and other departments to achieve a strong safety and security culture
		Establish safety and/or security standards for the organisation
	Influence organisational development	Align human resources with business needs
		Act as coach to develop talents
		Develop and strengthen executive management relations
		Lead organisational succession planning, capability development and employee engagement
	Drive business development operations	Establish and approve long-term vision and strategies
		Identify business opportunities and drive the development of proposals to grow the business
Formulate operational strategies to ensure attainment of profitability objectives		
	Direct activities to increase customer satisfaction and profitability	
	Forge international networks to promote the organisation	

	Build business network	Build business and professional networks at senior executive level within the industry	Foster an atmosphere of inclusiveness with diverse stakeholders and the global business community			
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)			
	Business Development	Level 6	Leadership	Advanced		
	Business Negotiation	Level 6	Decision Making	Advanced		
	Change Management	Level 6	Problem Solving	Advanced		
	Crisis Communication and Media Management	Level 5	Communication	Advanced		
	Customer Relationship Management	Level 5	Resource Management	Advanced		
	Financial Planning and Budget Management	Level 5				
	Ground Handling Services and Operations Management	Level 6				
	Human Factors Management	Level 5				
	Human-Robot Collaboration	Level 6				
	Inclement Weather Operations and Planning	Level 5				
	Innovation Management	Level 6				
	Internet of Things Application	Level 5				
	Learning and Development	Level 6				
	Manpower Planning	Level 6				
	Process Improvement and Optimisation	Level 6				
	Service Innovation	Level 6				
	Service Level Agreement Management	Level 5				
	Stakeholder Management	Level 6				
	Standard Operating Procedures Development	Level 5				
Programme Listing	For a list of Training Programmes available for the Air Transport sector, please visit: www.skillsfuture.sg/skills-framework/air-transport					

The information contained in this document serves as a guide.