

SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – DUTY TERMINAL MANAGER		
Sector	Air Transport	
Sub-Sector	Airport	
Track	Airport Operations	
Occupation	Airport Operations Professional	
Job Role	Duty Terminal Manager	
Job Role Description	<p>The Duty Terminal Manager oversees smooth operations within the terminals and determines solutions to address operational and service issues at the terminals. He/She monitors lapses in operational and service delivery and implements appropriate Standard Operating Procedures (SOPs) to remediate services in the airport. Not only does he conduct basic risk assessments, he also enforces compliance of safety and/or security standards in the workplace. He participates in simulated training exercises and innovation trial projects for the organisation. He also assesses the performance and service standards of third-party airport contractors.</p> <p>The Duty Terminal Manager possesses a thorough knowledge of airport services and operations which allow him to manage real-time incidents and crises. He is also able to demonstrate proficient customer service skills to respond to passengers' needs and perform touch point engagements. He works in shifts and travels across the terminals to ensure compliance of safety rules and regulations. In addition, he has good communication and interpersonal skills to nurture and manage internal and external stakeholders effectively. Furthermore, he is highly adaptable to changes in a constantly evolving industry and has the ability to think quickly on his feet.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Administer airport services	Monitor lapses in operational and service delivery
		Determine appropriate solutions to address operational and service issues
		Administer appropriate solutions to meet the needs of airport users and community
		Resolve complaints and feedback from airport users and community
	Manage airport contractors' activities	Provide feedback on the performance of contractors to contract owners
		Assess airport contractors against established Key Performance Indicators (KPIs)
	Meet compliance standards	Ensure Standard Operating Procedures (SOPs) adhere to compliance standards
		Execute basic risk assessments
Review maintenance and development works to ensure airport operations are not disrupted		

	Perform service innovation activities	Participate in innovation trial projects		
		Provide inputs and feedback during trial initiatives		
	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		
		Manage potential safety incidents at the terminals		
			Participate in simulated training exercises	
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
	Accident and Incident Response Management	Level 2	Creative Thinking	Basic
	Airport Audit and Compliance	Level 3	Problem Solving	Intermediate
	Airport Collaborative Decision Making Model Application	Level 3	Decision Making	Basic
	Airport Operations Management	Level 3	Communication	Intermediate
	Airport Safeguarding and Security	Level 3	Resource Management	Intermediate
	Airport Service Quality Management	Level 3		
	Behavioural Analysis and Predictive Screening	Level 2		
	Change Management	Level 3		
	Crisis Communication and Media Management	Level 3		
	Financial Planning and Budget Management	Level 3		
	Flight Disruptions and Irregular Operations Management	Level 3		
	Innovation Management	Level 3		
	Internet of Things Application	Level 3		
	Learning and Development	Level 3		
	Market Research	Level 3		
	Passenger Information Systems Management	Level 3		
	Passenger Movement Management	Level 3		
	Process Improvement and Optimisation	Level 3		

	Service Branding and Coaching	Level 3	
	Stakeholder Management	Level 3	
	Standard Operating Procedures Development	Level 3	
	Technology Application	Level 3	
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.