

SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – AIRPORT OPERATIONS CENTRE MANAGER		
Sector	Air Transport	
Sub-Sector	Airport	
Track	Airport Operations	
Occupation	Airport Operations Manager	
Job Role	Airport Operations Centre Manager	
Job Role Description	<p>The Airport Operations Centre Manager manages and resolves complex incidents at the airport. He/She develops and reviews compliance standards and directs new initiatives for the airport. He also implements Standard Operating Procedures (SOPs) for crisis management and provides directions on new airport service offerings. To ensure staff and team members perform to their optimal level, he leads the teams by nurturing and cultivating the necessary capacities to achieve their potential. He ensures smooth delivery of airport projects and leads change management initiatives for the organisation. He also represents the airport before government agencies and other key stakeholders and builds long-term partnerships with them.</p> <p>The Airport Operations Centre Manager has an extensive knowledge of airport and airside operations and a strong understanding of the airport industry standards, policies and practices. He oversees the delivery of projects and travels across terminals in the airport to analyse operational processes and resolve major issues. He has strong communication and people management skills and is able to handle changing environments and priorities. In addition, he possesses profound analytical and problem-solving skills to anticipate customer needs and enhance airport services.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Administer airport services	Collaborate with airport agencies and authorities to ensure airport operations meet performance, safety and security standards
		Resolve complex issues and incidents at the airport in consultation with higher authorities
		Determine the impact of flight delays or disruptions on airport operations
	Manage airport contractors' activities	Appoint contractors capable of performing the requirements for major airport operations
		Oversee the performance of contractors and on-time completion of major airport operations
	Meet compliance standards	Collaborate with internal and external stakeholders to establish compliance standards
		Develop strategies to improve compliance of systems and processes in the terminals
		Implement new initiatives to comply with established standards

	Perform service innovation activities	Endorse plans and proposals for innovation projects		
		Provide directions on new service offerings		
	Uphold safety and/or security standards	Develop Standard Operating Procedures (SOPs) for crisis management		
		Resolve complex safety and/or security incidents		
		Evaluate severity of safety incidents and determine the type of responses needed		
		Oversee resources during major safety and/or security operations		
	Influence organisational development	Develop staff through capability development and coaching		
		Address complaints and key concerns impacting staff morale and performance		
		Lead change management in the organisation		
		Conduct interviews and make hiring decisions		
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
	Accident and Incident Response Management	Level 3	Leadership	Intermediate
	Airport Audit and Compliance	Level 5	Interpersonal Skills	Advanced
	Airport Collaborative Decision Making Model Application	Level 4	Teamwork	Advanced
	Airport Operations Management	Level 5	Problem Solving	Advanced
	Airport Safeguarding and Security	Level 5	Communication	Advanced
	Airport Service Quality Management	Level 5		
	Business Negotiation	Level 5		
	Change Management	Level 5		
	Crisis Communication and Media Management	Level 5		
	Financial Planning and Budget Management	Level 5		
	Flight Disruptions and Irregular Operations Management	Level 5		
	Innovation Management	Level 5		
	Internet of Things Application	Level 5		
	Learning and Development	Level 5		
Manpower Planning	Level 5			
Market Research	Level 4			

	Passenger Information Systems Management	Level 5	
	Passenger Movement Management	Level 5	
	Process Improvement and Optimisation	Level 5	
	Service Branding and Coaching	Level 5	
	Service Innovation	Level 5	
	Stakeholder Management	Level 5	
	Standard Operating Procedures Development	Level 5	
	Technology Application	Level 4	
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.