

**SKILLS FRAMEWORK FOR AIR TRANSPORT  
SKILLS MAP – VICE PRESIDENT**

<b>Sector</b>	Air Transport	
<b>Sub-Sector</b>	Airport	
<b>Track</b>	Airport Operations	
<b>Occupation</b>	Airport Operations Manager	
<b>Job Role</b>	Vice President	
<b>Job Role Description</b>	<p>The Vice President is the driving force behind the shaping of the airport services operating models. He/She also sets in motion intervention strategies to mitigate service delivery gaps. He establishes safety and/or security standards for the organisation and creates resource plans for airport operations. In addition, he leads the development of new service innovations for the airport and initiates new projects. He also leads organisational succession planning, capability development and employee engagement initiatives whilst forging international networks to promote the organisation.</p> <p>As the Vice President for Airport Operations, he demonstrates domain expertise in the area of airport organisational structures, operations, programmes and projects. He is cognisant of the competitive and commercial strategies deployed by other international airports which allow him to recommend novel strategies, services and processes for the organisation. He has outstanding leadership skills and exceptional oral and written competencies. With expertise in strategic planning, he is able to lead and elevate airport operations and customer services.</p>	
<b>Critical Work Functions and Key Tasks</b>	<b>Critical Work Functions</b>	<b>Key Tasks</b>
	Administer airport services	Forecast airport users and community needs to enhance airport services
		Shape airport service operating models and strategies
		Drive intervention strategies to mitigate airport service delivery gaps
	Manage airport contractors' activities	Oversee resources across different functions within the airport
		Drive resource planning strategies to augment airport operations
	Perform service innovation activities	Formulate innovative ideas to enhance operations and services
		Lead the development of new service innovation ideas
		Identify risks associated with implementation of new services
	Uphold safety and/or security standards	Establish safety and/or security standards for the organisation
		Collaborate with authorities and other departments to achieve a strong safety and/or security culture
		Endorse Standard Operating Procedures (SOPs) for safety and/or security operations

	Influence organisational development	Act as coach to develop talents		
		Develop and strengthen executive management relations		
		Lead organisational succession planning, capability development and employee engagement		
		Align human resources with business needs		
		Establish and approve long-term vision and strategies		
	Build business network	Forge international networks to promote the organisation		
		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				
<b>Skills &amp; Competencies</b>	<b>Technical Skills &amp; Competencies</b>		<b>Generic Skills &amp; Competencies (Top 5)</b>	
	Airport Collaborative Decision Making Model Application	Level 5	Leadership	Advanced
	Airport Operations Management	Level 6	Developing People	Advanced
	Airport Safeguarding and Security	Level 6	Decision Making	Advanced
	Airport Service Quality Management	Level 6	Communication	Advanced
	Business Development	Level 6	Interpersonal Skills	Advanced
	Business Negotiation	Level 6		
	Change Management	Level 6		
	Crisis Communication and Media Management	Level 5		
	Financial Planning and Budget Management	Level 5		
	Flight Disruptions and Irregular Operations Management	Level 6		
	Innovation Management	Level 6		
	Internet of Things Application	Level 5		
	Learning and Development	Level 6		
	Manpower Planning	Level 6		
	Passenger Information Systems Management	Level 6		
	Passenger Movement Management	Level 6		
	Process Improvement and Optimisation	Level 6		
	Service Branding and Coaching	Level 5		

	Service Innovation	Level 6	
	Stakeholder Management	Level 6	
	Standard Operating Procedures Development	Level 5	
<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.