

<b>SKILLS FRAMEWORK FOR AIR TRANSPORT</b> <b>SKILLS MAP – AIRPORT EMERGENCY MANAGER</b>		
<b>Sector</b>	Air Transport	
<b>Sub-Sector</b>	Airport	
<b>Track</b>	Airport Emergency Services	
<b>Occupation</b>	Airport Emergency Services Manager	
<b>Job Role</b>	Airport Emergency Manager	
<b>Job Role Description</b>	<p>The Airport Emergency Manager oversees and manages the projection of manpower and resource needs of the airport emergency services department in the organisation. He/She spearheads research projects on new emergency services technologies in collaboration with external agencies. To enhance emergency operational capabilities of the airport, he sources for and manages the acquisition of new equipment. He acts as the point of contact to manage emergency exercise plans and emergency preparedness audits with external stakeholders. Not only does he handle issues impacting staff morale, he is also the driving force behind the change management initiatives for the organisation.</p> <p>The Airport Emergency Manager has an in-depth knowledge of airport and aviation facilities and operations. He also has prior experience in the field of firefighting and rescue. He possesses exceptional analytical skills with sound knowledge of airport policy requirements and safety regulations. Moreover, he has strong leadership skills and excels in stakeholder and people management capabilities to manage a wide range of airport stakeholders and lead staff and teams.</p>	
<b>Critical Work Functions and Key Tasks</b>	<b>Critical Work Functions</b>	<b>Key Tasks</b>
	Conduct emergency response planning activities	Project future manpower and resource needs in emergency services
		Collaborate with external agencies to research new emergency services technologies
		Oversee emergency exercises to evaluate readiness of teams
		Implement Standard Operating Procedures (SOPs) to ensure alignment with organisational and statutory requirements
		Develop incident and emergency management systems for the organisation
	Perform emergency operations	Recalibrate action plans to deal with the incidents on hand
Oversee full emergency operations and mobilisation of resources		
Maintain equipment operational readiness	Source for new equipment to enhance operational capabilities	
	Manage acquisition of new equipment and resources	

	Maintain personnel operational readiness	Collaborate with relevant stakeholders to conduct emergency exercise planning			
		Present analyses on outcomes of simulated training exercises to higher authorities			
		Implement emergency preparedness audits			
	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	Develop staff through capability development and coaching			
		Deliver structured training for staff			
		Conduct interviews and make hiring decisions			
		Address complaints and key concerns impacting staff morale and performance			
		Lead change management in the organisation			
	<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 5	Developing People	Advanced
		Airport Operations Management	Level 4	Teamwork	Intermediate
		Business Negotiation	Level 5	Leadership	Advanced
Change Management		Level 5	Communication	Advanced	
Crisis Communication and Media Management		Level 5	Decision Making	Intermediate	
Dangerous Goods Management		Level 4			
Emergency Response Planning		Level 5			
Fire Prevention and Firefighting		Level 5			
Hazard and Risk Control and Policy Management		Level 4			
Human Factors Management		Level 5			
Inclement Weather Operations and Planning		Level 5			
Learning and Development		Level 5			
Manpower Planning		Level 5			
Personnel and Equipment Operational Readiness		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.