

**SKILLS FRAMEWORK FOR AIR TRANSPORT
SKILLS MAP – SENIOR OFFICER (FLIGHT CONTROL)/
SENIOR OFFICER (CREW SCHEDULING)**

Sector	Air Transport	
Sub-Sector	Airline	
Track	Flight Operations	
Occupation	Flight Operations Professional	
Job Role	Senior Officer (Flight Control)/Senior Officer (Crew Scheduling)	
Job Role Description	<p>The Senior Officer (Flight Control)/Senior Officer (Crew Scheduling) maintains flight control operations by monitoring aircraft performances, movements and operating conditions. He/She reviews and amends crew rosters to ensure optimal deployment and compliance with regulatory requirements. During irregular operations, he assigns resources to execute contingency plans as well as assists authorities with investigating root causes of irregular operations. He collaborates with stakeholders to recover flight schedules and escalate reports of breaches in safety and/or security to the relevant authorities.</p> <p>The Senior Officer (Flight Control)/Senior Officer (Crew Scheduling) is able to deploy manpower and prepare schedules efficiently with his strong resource management skills. He possesses good communication and interpersonal skills which allow him to work effectively in a team and give clear and confident instructions to the pilots. In addition, he is comfortable working in an enclosed environment for long periods of time. The Senior Officer (Flight Control)/Senior Officer (Crew Scheduling) works in shifts and is able to maintain high performance and alertness during the flight watch period. He has good eyesight and hearing abilities as well as strong mental and physical health. Moreover, he possesses a good command of written English in order to prepare documentation and reports.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Maintain flight control operations	Monitor on-time performance of aircraft
		Examine the issues affecting airline and flight operations
		Collect information on aircraft movements and operating conditions
		Coordinate with internal and external stakeholders to determine flight dispatch requirements
		Maintain aircraft records and documentation on ground operations
	Manage crew schedules	Review crew rosters to ensure optimal deployment and compliance with regulatory requirements
		Activate crew based on operational changes
Calculate accrued flying hours for flight crew		
Manage irregular operations	Report schedule disruptions and other issues to supervisors	

		Assign internal and external resources to execute contingency plans		
		Liase with stakeholders to amend flight schedules during irregular operations		
	Uphold safety and/or security standards	Interpret and follow safety and/or security standards for teams in the workplace		
		Escalate reports of breaches in safety and/or security standards to relevant authorities		
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
	Aircraft Performance Management	Level 2	Communication	Basic
	Airline Crew Scheduling	Level 2	Teamwork	Basic
	Airline Operations Management	Level 2	Resource Management	Intermediate
	Airport Operations Management	Level 2	Problem Solving	Basic
	Change Management	Level 2	Interpersonal Skills	Basic
	Data Analytics	Level 2		
	Flight Dispatch	Level 2		
	Flight Disruptions and Irregular Operations Management	Level 2		
	Flight Performance Data Calculation	Level 3		
	Flight Planning	Level 2		
	Flight Watching and Flight Following	Level 2		
	Human Factors Management	Level 2		
	Inclement Weather Operations and Planning	Level 2		
	Innovation Management	Level 2		
	Learning and Development	Level 2		
	Process Improvement and Optimisation	Level 2		
	Stakeholder Management	Level 2		
	Technology Application	Level 2		
	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.