

SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – SUPERVISOR (FLIGHT CONTROL)/ SUPERVISOR (CREW SCHEDULING)		
Sector	Air Transport	
Sub-Sector	Airline	
Track	Flight Operations	
Occupation	Flight Operations Professional	
Job Role	Supervisor (Flight Control)/Supervisor (Crew Scheduling)	
Job Role Description	<p>The Supervisor (Flight Control)/Supervisor (Crew Scheduling) coordinates resource requirements and vital operational functions in flight control. He/She performs impact analyses of external issues on flight operations during flight watch. He establishes flight plans and implements changes to flight control operations. He investigates causes and estimates the cost impact of irregular operations. He plays a supervisory role by managing crew scheduling and tracks flying hours accrued by the flight crew. He upholds the safety and security standards by carrying out checks and investigating the root causes of breaches. He also coaches his team members and develops on-the-job training plans.</p> <p>The Supervisor (Flight Control)/Supervisor (Crew Scheduling) has a proficient knowledge of airline flight operations and requirements. He maintains high performance and alertness within the flight watch period, overseeing schedules and manpower deployment whilst working in shifts. He is comfortable working in an enclosed environment for long periods of time. In addition, he possesses good eyesight and hearing abilities as well as strong mental and physical health. He has excellent communication and interpersonal skills for managing a team and interacting with people at all levels. Furthermore, he is able to remain calm under pressure to handle stressful situations with efficiency.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Maintain flight control operations	Assess the impact of external issues on flight operations during flight watch
		Brief assigned crew on flight status
		Provide recommendations to pilot flying in response to aircraft movements and operating conditions
		Disseminate aircraft performance information and movements to other staff
		Prepare flight plans and collate arrival reports
		Implement changes to flight control operations
	Manage crew schedules	Oversee the end-to-end processes of preparing and managing crew schedules
		Adjust flight schedules by checking planned rosters
Maintain records and systems to track monthly and yearly flying hours accrued by flight crew		
Recommend procedural changes for roster preparation		

		Communicate changes to operational programmes to staff and crew			
	Manage irregular operations	Investigate the causes of irregular operations			
		Estimate the cost impact of irregular operations			
		Determine the impact of irregular operations on future flight operations			
		Oversee the recovery of flight schedules during irregular operations			
	Uphold safety and/or security standards	Enforce compliance with 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			
	Influence organisational development	Manage staff conflicts, grievances and disputes			
		Provide coaching and feedback to improve team performance			
		Act as mentor to officers			
		Develop on-the-job training programmes			
		Provide on-the-job training to enhance capabilities of officers			
	Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
		Aircraft Performance Management	Level 3	Resource Management	Intermediate
Airline Crew Scheduling		Level 3	Communication	Intermediate	
Airline Operations Management		Level 3	Teamwork	Intermediate	
Airport Operations Management		Level 3	Digital Literacy	Intermediate	
Change Management		Level 3	Lifelong Learning	Intermediate	
Crisis Communication and Media Management		Level 3			
Data Analytics		Level 3			
Flight Dispatch		Level 3			
Flight Disruptions and Irregular Operations Management		Level 3			
Flight Performance Data Calculation		Level 3			
Flight Planning		Level 3			
Flight Watching and Flight Following		Level 3			
Human Factors Management		Level 3			
Inclement Weather Operations and Planning		Level 3			

	Innovation Management	Level 3	
	Learning and Development	Level 3	
	Process Improvement and Optimisation	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.