

SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – MANAGER (FLIGHT OPERATIONS)		
Sector	Air Transport	
Sub-Sector	Airline	
Track	Flight Operations	
Occupation	Flight Operations Manager	
Job Role	Manager (Flight Operations)	
Job Role Description	<p>The Manager (Flight Operations) plans, directs and coordinates flight operations in order to ensure flights run efficiently and safely in accordance with established rules and regulations. He/She is involved in the management of aircraft data systems and the administration of the Operations Control Centre (OCC). He develops plans and proposes changes to enhance flight control operations. During irregular operations, he is responsible for activating the emergency response plans and communicating contingency plans to the airport stakeholders and authorities. He identifies safety and/or security risks and develops plans to mitigate them. He also has overall accountability for assessment and selection of new team members. He forges partnerships and cultivates close working relationships with airport agencies, authorities, customers and vendors.</p> <p>The Manager (Flight Operations) has exceptional leadership and communication skills so as to lead and communicate with a wide range of stakeholders. He is able to foster teamwork by leading, inspiring and engaging the workforce and demonstrate a positive and passionate attitude towards the industry stakeholders. In addition, he is able to remain calm and composed under pressure while overseeing all major operational issues and devising solutions and strategic plans for the organisation. He is also highly competent in negotiation, analysing and solving problems.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Maintain flight control operations	Collaborate with flight personnel, airline representatives and airport authorities to develop and review flight plans
		Manage aircraft data systems such as electronic flight bags and manuals
		Oversee day-to-day management of Operations Control Centre (OCC)
		Develop plans to enhance flight control operations
		Present updates on flight operations information to regulators and stakeholders
		Propose changes for continuous improvement plans
		Develop strategies to improve efficiency of flight operations
Encourage inputs from all levels for process improvement		

	Manage irregular operations	Develop recovery plans to optimise flight schedules by reviewing investigation outcomes and causes of irregular operations			
		Activate emergency response plans where required			
		Endorse contingency plans for cancelled or delayed flights			
		Communicate contingency plans to airport agencies, authorities and internal departments			
	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	Conduct interviews and make hiring decisions			
		Develop staff through capability development and coaching			
		Lead change management in the organisation			
		Address complaints and key concerns impacting staff morale and performance			
	Build business network	Develop partnerships with airport agencies, authorities, customers and/or vendors			
		Work with diverse group of stakeholders to meet the needs of multicultural audiences			
	Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
		Aircraft Performance Management	Level 5	Resource Management	Advanced
		Airline Operations Management	Level 5	Teamwork	Intermediate
Airport Operations Management		Level 3	Communication	Advanced	
Business Negotiation		Level 5	Problem Solving	Advanced	
Change Management		Level 5	Lifelong Learning	Intermediate	
Crisis Communication and Media Management		Level 5			
Data Analytics		Level 5			
Flight Dispatch		Level 4			
Flight Disruptions and Irregular Operations Management		Level 5			
Flight Performance Data Calculation		Level 4			
Flight Planning		Level 5			
Flight Watching and Flight Following		Level 4			

	Human Factors Management	Level 5	
	Incident Weather Operations and Planning	Level 5	
	Innovation Management	Level 5	
	Learning and Development	Level 5	
	Manpower Planning	Level 5	
	Process Improvement and Optimisation	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.