

SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – VICE PRESIDENT		
Sector	Air Transport	
Sub-Sector	Airline	
Track	Flight Operations	
Occupation	Flight Operations Manager	
Job Role	Vice President	
Job Role Description	<p>The Vice President is responsible for the strategic delivery and alignment of flight control operations. He/She endorses policy manuals and establishes response models to manage irregular operations. During irregular operations, he addresses queries and provides advice to internal and external stakeholders. He strategises organisation safety and security programmes and establishes the standards for the organisation. He leads the succession planning, capability development and employee engagement initiatives for the organisation. He forges and builds international and professional networks to promote the airline.</p> <p>As the Vice President for Flight Operations, he possesses exceptional communication and interpersonal skills which allow him to build business and professional networks and communicate strategic plans. He is able to pay remarkable attention to details and has situational awareness capabilities. In addition, he is able to display excellent leadership, organisational and people management skills in order to coach staff and teams effectively. He is highly competent in negotiation and solving problems which drives the creation of new services to increase stakeholder and customer satisfaction.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Maintain flight control operations	Direct alignment of flight control operations strategies with statutory requirements and technological advancements
		Endorse policy manuals based on changes to flight control operations strategies
		Negotiate overflight and transit agreements with local and foreign regulators
	Manage irregular operations	Confer with relevant authorities on investigation outcomes regarding the causes of flight accidents, disruptions and delays to ameliorate irregular operations
		Establish response models and procedures to mitigate different levels of irregular operations
		Address queries from authorities, internal departments and other related organisations regarding irregular operations
Advise relevant departments and higher authorities on status of irregular operations		
Uphold safety and/or security standards	Strategise organisational workplace safety and/or security programmes	
	Collaborate with authorities and other departments to achieve a strong safety and/or security culture	

		Establish safety and/or security standards for the organisation				
	Influence organisational development	Align human resources with business needs				
		Act as coach to develop talents				
		Lead organisational succession planning, capability development and employee engagement				
		Develop and strengthen executive management relations				
		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				
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)			
	Aircraft Performance Management	Level 5	Resource Management	Advanced		
	Airline Operations Management	Level 6	Communication	Advanced		
	Business Negotiation	Level 6	Teamwork	Advanced		
	Change Management	Level 6	Problem Solving	Advanced		
	Crisis Communication and Media Management	Level 5	Developing People	Advanced		
	Flight Disruptions and Irregular Operations Management	Level 6				
	Flight Planning	Level 5				
	Human Factors Management	Level 6				
	Inclement Weather Operations and Planning	Level 5				
	Innovation Management	Level 6				
	Learning and Development	Level 6				
	Manpower Planning	Level 6				
	Process Improvement and Optimisation	Level 6				
	Stakeholder Management	Level 6				
Standard Operating Procedures Development	Level 5					
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.