

SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – DEPUTY CHIEF PILOT/MANAGEMENT PILOT			
Sector	Air Transport		
Sub-Sector	Airline		
Track	Pilot Operations		
Occupation	Airline Pilot Operations Manager		
Job Role	Deputy Chief Pilot/Management Pilot		
Job Role Description	<p>The Deputy Chief Pilot/Management Pilot provides leadership and oversight to meet all operational goals of the airline. He/She designs pilot training content and determines the airline's performance standards for flight crew. He is also tasked with managing complex manpower issues and leading implementation of change management initiatives for the organisation. He assures that all operational duties executed by flight crew adheres to the airline's regulations, operating policies and procedures.</p> <p>Having an in-depth knowledge of the different components of pilot operations manuals and safety regulations in aviation is imperative of the Deputy Chief Pilot/Management Pilot. He demonstrates good leadership skills which include managing the flight crew and guiding them in their duties. He has excellent communication and writing skills and is well acquainted with the aviation industry. He possesses a valid pilot licence including a good visual acuity of 6/60 without optical aid, correctable to 6/6 and no colour blindness. He also has the ability to hear clearly in an environment with ambient aircraft and passenger sounds.</p>		
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions	Key Tasks	Performance Expectations (For legislated / regulated occupations)
			Review flight operation policies and manuals Design pilot training content for use by flight instructors Propose recommendations to enhance service quality and/or flight operations Develop performance audit checklists by determining performance standards for flight crew Conduct investigations on flight incidents and/or accidents Review crew feedback and performance appraisal reports Assess competence and performance of flight crew Resolve passenger complaints regarding flight crew
			In accordance with:
			Commercial Pilot Licence (CPL)/ Airline Transport Pilot Licence (ATPL)/ Multi-Crew Pilot Licence (MPL)

	Manage cabin or flight crew resourcing	Manage complex manpower issues relating to flight crew		
		Oversee rosters for flight crew and/or auditors		
		Manage crew attendance, leave schedules and resourcing		
		Collaborate with network planning department to allocate resources for flights across the year		
	Influence organisational development	Conduct interviews and make hiring decisions		
		Act as coach to develop talents		
		Lead change management in the organisation		
		Address complaints and key concerns impacting staff morale and performance		
	Drive business development operations	Analyse customers' needs to modify products and services		
		Recommend new products and services for the organisation		
		Develop initiatives to elevate productivity and innovation		
	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 Cruise Operations	Level 5	Leadership	Advanced
	Aircraft Emergency Management	Level 5	Decision Making	Advanced
	Aircraft Landing Operations	Level 5	Communication	Advanced
	Aircraft Manual Handling	Level 5	Problem Solving	Advanced
	Aircraft Take-Off Operations	Level 5	Teamwork	Advanced
	Airline Operations Management	Level 5		
	Business Development	Level 5		
	Business Negotiation	Level 5		
	Change Management	Level 5		
Crisis Communication and Media Management	Level 4			

	Flight Deck Communications	Level 4	
	Human Factors Management	Level 5	
	Inclement Weather Operations and Planning	Level 5	
	Learning and Development	Level 5	
	Manpower Planning	Level 5	
	Post-Landing Operations	Level 4	
	Pre-Flight Preparation	Level 4	
	Process Improvement and Optimisation	Level 5	
	Stakeholder Management	Level 5	
	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.