

SKILLS FRAMEWORK FOR AIR TRANSPORT SKILLS MAP – CABIN CREW MANAGER		
Sector	Air Transport	
Sub-Sector	Airline	
Track	Cabin Operations	
Occupation	Airline Cabin Operations Professional	
Job Role	Cabin Crew Manager	
Job Role Description	<p>The Cabin Crew Manager drives and enhances the performances of the cabin crew across the airline and ensures compliance with the airline’s operational manuals, policies and all relevant legislation. He/She reviews cabin crew feedback and performance appraisal reports. He determines the performance standards for the cabin crew and allocates resources for flights in collaboration with the network planning department. He also conducts hiring interviews and analyses customers’ needs to identify new services for the airline. He is able to cultivate business relationships with airport agencies, authorities and customers.</p> <p>Besides having an extensive knowledge of all airline policies, regulations, facilities and services, the Cabin Crew Manager also possesses a positive and passionate attitude towards the industry stakeholders. He has excellent leadership skills to direct cabin crew members and staff and foster teamwork by leading, inspiring and engaging the workforce. In addition, he has excellent communication, analytical, negotiation and people management skills.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Manage cabin or flight crew performance	Oversee overall cabin crew performance at the organisational level
		Develop performance audit checklists for cabin crew
		Determine performance standards for cabin crew
		Endorse recommendations to enhance service quality and/or flight operations
		Preside over resolution of passenger complaints and disciplinary issues regarding cabin crew
	Manage cabin or flight crew resourcing	Oversee the allocation and administration of crew resources
		Consolidate crew resources estimations to meet organisational requirements
		Review the effectiveness of cabin crew work process flows, procedures and standards
		Collaborate with network planning department to allocate resources for flights across the year
	Influence organisational development	Conduct interviews and make hiring decisions
		Address complaints and key concerns impacting staff morale and performance
		Lead change management in the organisation

	Drive business development operations	Analyse customers' needs to modify products and services		
		Recommend new products and services to customers		
		Propose initiatives to enhance 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)	
	Airline Operations Management	Level 5	Leadership	Intermediate
	Business Negotiation	Level 5	Developing People	Advanced
	Cabin Crew Performance Management	Level 5	Transdisciplinary Thinking	Intermediate
	Change Management	Level 5	Interpersonal Skills	Advanced
	Crisis Communication and Media Management	Level 5	Decision Making	Advanced
	Data Analytics	Level 5		
	Hazard and Risk Control and Policy Management	Level 4		
	Human Factors Management	Level 5		
	Innovation Management	Level 5		
	Internet of Things Application	Level 5		
	Learning and Development	Level 5		
	Manpower Planning	Level 5		
	Service Branding and Coaching	Level 5		
	Service Innovation	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.