

**SKILLS FRAMEWORK FOR MARINE AND OFFSHORE
SKILLS MAP - OPERATIONS MANAGER**

Sector	Marine and Offshore	
Track	General Management	
Occupation	Senior Executive	
Job Role	Operations Manager	
Job Role Description	The Operations Manager is responsible for developing and managing operational activities, including the monitoring of workplace safety and health (WSH) strategies, and overseeing manpower, financial and resource plans. He/She analyses operations data, and determines new strategies to enhance the efficiency of processes, which includes assessing the viability of new machinery and technologies.	
	The Operations Manager is comfortable with interacting with others frequently on the job, to direct and motivate a team of managers to achieve cross-functional operational goals, collaborate with other functions within the organisation, and maintain relationships with vendors and resolve customer issues.	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Develop operational management plans	Lead and engage employees in daily management to drive sustainable, continuous improvements in safety, quality, productivity and ensure on time delivery
		Establish operational management policies that adhere to Workplace Safety and Health (WSH) guidelines
		Maximise productivity within the maintenance environment through sound scheduling and planning
		Manage cost, quality, schedule, and health, safety and environmental activities for the site
		Propose new operational plans, including targeted budgets, work allocations and staffing forecasts
		Implement operational risk assessment initiatives within functional areas
		Assess operational processes for inefficiencies
		Determine financial implications of operational inefficiencies
	Drive organisational business performance	Implement policies based on assigned performance measurement standards and indicators
		Ensure business goals, customer requirements and maintenance plans are achieved and that resource capacity meets order winning plans
		Lead transition to re-direct resources, procedural changes in sub-function workflows and cross-functional operations
		Identify areas for technology and machinery improvements
		Develop safeguards against unexpected operational incidents that affect business continuity
		Identify and implement strategic opportunities to drive cost reductions and/or productivity improvements in maintenance operations
	Establish quality management policies and processes	Liaise with quality management teams to ensure operational adherence to quality management policies
		Collaborate with quality management teams to identify operational processes to be prioritised for quality improvements
		Ensure compliance with regulations through regular inspections and audits
		Promote overall governance of safety and quality management of the work team in its documentation and presence in the work place
	Promote workplace safety and health	Monitor organisational preparation for internal and external operational Workplace Safety and Health (WSH) audits
Lead incident investigations arising from non-compliance with WSH procedures		
Assist WSH department in assigning roles and responsibilities to key personnel in emergencies pertaining to safety in the workplace		
Lead people	Provide leadership, guidance and direction to section managers across functional areas	
	Manage career development for operations teams	
	Manage the performance and development process for all direct reports, including providing coaching and development opportunities that allow each individual's potential to be maximised and used effectively	
	Monitor team performance and issue appraisal reports on an on-going basis	
	Plan and direct external outsourced resources in the disciplines of maintenance and technical documentation	
Grow business and stakeholder relationships	Manage strategic relationships with internal and external partners and vendors	
	Lead negotiations with key suppliers and vendors	

	Review work capacity requirements to identify potential areas of new business opportunities			
Skills & Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Business Negotiation	Level 5	Leadership	Advanced
	Business Presentation Delivery	Level 4	Problem Solving	Advanced
	Business Proposal Writing	Level 4	Decision Making	Advanced
	Change Management	Level 4	Resource Management	Advanced
	Conflict Resolution	Level 4	Interpersonal Skills	Advanced
	Continuous Quality Improvement	Level 5		
	Crisis Management	Level 4		
	Emergency Response Management	Level 2		
	Financial Budgeting	Level 5		
	Financial Planning	Level 5		
	Innovation Management	Level 4		
	Manpower Forecasting	Level 5		
	Market Research	Level 4		
	Operational Risk Management	Level 4		
	Opportunity Development	Level 4		
	Organisational Performance Management	Level 4		
	Procurement Coordination and Policy Development	Level 5		
	Quality System Management	Level 5		
	Service Excellence	Level 4		
	Staff Performance Management	Level 4		
	Stakeholder Management	Level 4		
	Strategy Development	Level 4		
Vendor Management	Level 5			
WSH Culture Development	Level 4			
WSH Performance Management	Level 2			
WSH Policy Development	Level 4			
Programme Listing	For a list of Training Programmes available for the Marine and Offshore sector, please visit: www.skillsfuture.sg/skills-framework/marineandoffshore			

The information contained in this document serves as a guide.