

<b>SKILLS FRAMEWORK FOR ENVIRONMENTAL SERVICES</b> <b>SKILLS MAP – OPERATIONS DIRECTOR/GENERAL MANAGER</b>																					
<b>Sector</b>	Environmental Services																				
<b>Track</b>	Cleaning Operations																				
<b>Occupation</b>	Operations Director/General Manager																				
<b>Job Role</b>	<b>Operations Director/General Manager</b>																				
<b>Job Role Description</b>	<p>The Operations Director/General Manager is responsible for providing the overall direction of the organisation within the guidelines set up by the board of directors or a similar governing body. As a systems thinker, he strategises and directs operational activities and translate organisational goals into achievable steps, anticipates and stays ahead of trends and takes advantage of opportunities. He also mentors the management team as part of succession planning and represents the organisation in meetings with clients, investors and business partners.</p> <p>He works in an office environment and performs site visits when necessary. He is expected to build relationships with stakeholders as part of his role.</p> <p>This requires him to be organised, strategic, adaptable, highly driven and capable of interacting with key stakeholders.</p>																				
<b>Critical Work Functions and Key Tasks</b>	<table border="1"> <thead> <tr> <th><b>Critical Work Functions</b></th> <th><b>Key Tasks</b></th> </tr> </thead> <tbody> <tr> <td rowspan="4">Lead teams</td> <td>Develop strategy plans to promote organisation core values</td> </tr> <tr> <td>Manage the professionalism of the staff</td> </tr> <tr> <td>Mentor and lead management staff</td> </tr> <tr> <td>Lead organisational succession planning, capability development and employee engagement</td> </tr> <tr> <td rowspan="5">Drive business operations</td> <td>Drive the overall growth of business and operations</td> </tr> <tr> <td>Drive opportunities to improve market visibility and presence of the organisation</td> </tr> <tr> <td>Lead budget planning for the organisation</td> </tr> <tr> <td>Represent and promote the organisation</td> </tr> <tr> <td>Direct the development and review of operation policies and procedures</td> </tr> <tr> <td rowspan="2">Manage client relationships</td> <td>Collaborate with clients to achieve business goals</td> </tr> <tr> <td>Direct the development and review of strategic plans to improve relationships with clients</td> </tr> <tr> <td rowspan="3">Manage incidents</td> <td>Oversee the conduct and review of contingency plans</td> </tr> <tr> <td>Endorse emergency and crisis management response plans, processes and procedures</td> </tr> <tr> <td>Provide direction on analysed trends of reported incidents</td> </tr> </tbody> </table>	<b>Critical Work Functions</b>	<b>Key Tasks</b>	Lead teams	Develop strategy plans to promote organisation core values	Manage the professionalism of the staff	Mentor and lead management staff	Lead organisational succession planning, capability development and employee engagement	Drive business operations	Drive the overall growth of business and operations	Drive opportunities to improve market visibility and presence of the organisation	Lead budget planning for the organisation	Represent and promote the organisation	Direct the development and review of operation policies and procedures	Manage client relationships	Collaborate with clients to achieve business goals	Direct the development and review of strategic plans to improve relationships with clients	Manage incidents	Oversee the conduct and review of contingency plans	Endorse emergency and crisis management response plans, processes and procedures	Provide direction on analysed trends of reported incidents
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	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
		Automation Research and Implementation	Level 5	Leadership
	Business Continuity Management	Level 5	Communication	Advanced
	Business Development	Level 5	Developing People	Advanced
	Business Negotiation	Level 5	Global Mindset	Advanced
	Conflict Management	Level 6	Problem Solving	Advanced
<b>Skills &amp; Competencies</b>	Contract Preparation, Evaluation, Negotiation and Tendering	Level 5		
	Contract and Vendor Management	Level 5		
	Customer Management	Level 6		
	Data and Statistical Analytics	Level 6		
	Effectiveness Management	Level 5		
	Environmental Management System Framework Development and Implementation	Level 5		
	Environmental Management System Policies, Standards, Procedures and Practices	Level 6		
	Financial Management	Level 5		
	Internet of Things Management	Level 5		
	Knowledge Management	Level 5		
	Learning and Development	Level 6		
	Market Research	Level 5		
	Process Improvement and Optimisation	Level 5		
	Process Quality Management	Level 5		
	Robotics and Automation Application	Level 5		
	Stakeholder Management	Level 5		
	Strategy Planning	Level 6		
	Risk Management and Administration	Level 6		
	Workplace Safety and Health Culture Development	Level 6		
	Workplace Safety and Health Performance Management	Level 5		
	Workplace Safety and Health Policy Development	Level 6		
	Workplace Safety and Health System Management	Level 5		
	<b>Programme Listing</b>	For a list of Training Programmes available for the Environmental Services sector, please visit: <a href="http://www.skillsfuture.sg/skills-framework/environmental-services">www.skillsfuture.sg/skills-framework/environmental-services</a>		

The information contained in this document serves as a guide.