

| SKILLS FRAMEWORK FOR PUBLIC TRANSPORT SKILLS MAP - INTERCHANGE MANAGER | | | | |
|---|--|---|--|--|
| Sector | Public Transport | | | |
| Track | Bus Operations | | | |
| Sub-Track | Bus Interchange Management | | | |
| Occupation | Bus Operations Officer | | | |
| Job Role | Interchange Manager | | | |
| Job Role Description | <p>The Interchange Manager is responsible for leading the team in the execution of bus interchange operations to achieve operational efficiency and meet service performance targets. He/She oversees the provision of reliable bus services, the upkeep of interchange facilities, and the security of the interchange, so as to provide a pleasant and safe environment for passengers. He is also responsible for overseeing budget and manpower allocation, managing staff performance and development, as well as customer service performance. To mitigate risks in bus interchange operations, he reviews the effectiveness of contingency plans periodically and oversees compliance management to fulfil organisational and legislative requirements. He is also accountable for the implementation of improvement initiatives in the bus interchange as part of the organisation's continuous improvement efforts.</p> <p>Analytical and articulate, he is able to make decisions independently and communicate instructions clearly. With strong leadership skills, he is able to lead a group and influence others towards achieving common goals. He performs duties within the bus interchange and may be required to work on some weekends and public holidays.</p> | | | |
| Critical Work Functions and Key Tasks | Critical Work Functions | Manage bus interchange operational activities | Key Tasks | |
| | | | Review escalated passenger issues to provide resolution | |
| | | | Monitor the administration of lost and found facilities | |
| | | | Oversee bus interchange security | |
| | | | Lead the coordination of vendors to carry out facilities maintenance work at the bus interchange | |
| | | | Oversee the management of traffic and crowd control | |
| | Manage incidents and/or accidents | Facilitate workplace compliance with bus regulatory requirements and Workplace Safety and Health (WSH) policies, procedures and regulations | | |
| | | Lead recovery actions for incidents and/or accidents in the bus interchange | | |
| | | Validate the accuracy of reports and investigation outcomes for incidents and/or accidents in the bus interchange | | |
| | Contribute to continuous improvement activities to enhance service standards | Evaluate the effectiveness of contingency plans for managing incidents and/or accidents in the bus interchange | | |
| | | Review improvement proposals for implementation | | |
| | | Implement improvement initiatives to enhance operational efficiency | | |
| | | Review the effectiveness of operations improvements | | |
| | Manage people and team performance | Develop processes to optimise manpower allocation | | |
| | | Manage staff performance to achieve Key Performance Indicators (KPIs) set for the bus interchange | | |
| | | Review driving standards of Bus Captains | | |
| | | Review training needs to implement training plans for staff development | | |
| | Manage budgets and expenditure | Monitor budgets and expenditure of the bus interchange | | |
| | | Formulate annual budgets required for the bus interchange | | |
| | | Technical Skills & Competencies | | Generic Skills & Competencies (Top 5) |
| Budgeting | | Level 4 | Communication | Advanced |
| Bus Interchange Operations | | Level 4 | Leadership | Advanced |
| Bus Regulatory Compliance | | Level 4 | Decision Making | Advanced |
| Business Continuity Planning | | Level 5 | Interpersonal Skills | Advanced |
| Change Management | | Level 4 | Problem Solving | Advanced |
| Continuous Improvement Management | | Level 4 | | |
| Crisis Management | | Level 4 | | |
| Crowd Management | | Level 3 | | |
| Data and Statistical Analytics | | Level 3 | | |
| Health and Fatigue Risk Management | | Level 3 | | |

| | | |
|----------------------------------|---|---|
| Skills & Competencies | Manpower Planning and Deployment | Level 4 |
| | Organisational Planning and Target Setting | Level 4 |
| | People Development | Level 4 |
| | Report Writing | Level 3 |
| | Security Management | Level 2 |
| | Service Excellence | Level 3 |
| | Staff Performance Management | Level 4 |
| | Stakeholder Management | Level 4 |
| | Vendor Management | Level 4 |
| | Workplace Safety and Health Culture Development | Level 5 |
| | Workplace Safety and Health for Incident and Accident Investigation | Level 5 |
| | Workplace Traffic Safety Management | Level 4 |
| | Programme Listing | For a list of Training Programmes available for the Public Transport sector, please visit: www.skillsfuture.sg/skills-framework/public-transport |

The information contained in this document serves as a guide.