

SKILLS FRAMEWORK FOR PUBLIC TRANSPORT SKILLS MAP - BUS OPERATIONS CONTROL CENTRE MANAGER				
Sector	Public Transport			
Track	Bus Operations			
Sub-Track	Bus Operations Control Management			
Occupation	Bus Operations Manager			
Job Role	Bus Operations Control Centre Manager			
Job Role Description	<p>The Bus Operations Control Centre Manager oversees all operations within the Bus Operations Control Centre (BOCC) and is accountable for the achievement of bus service performance targets. He/She leads the team of BOCC staff and ensures operations are carried out in accordance with schedules, procedures, and regulations. He maintains partnerships with the authorities and stakeholders to facilitate the BOCC's operations, and leads recovery and investigative actions in times of emergencies to mitigate the impact on bus operations. His role at the management level also includes developing and implementing improvement plans and processes to enhance operational efficiency for the BOCC, and overseeing manpower allocation, staff training and performance, and budget matters.</p> <p>Analytical and articulate, he is able to analyse complex information for decision making and communicate clear instructions to staff. He has strong leadership skills and is able to remain calm and composed when leading staff during crises. He works on rotating shifts and may be required to work on some weekends and public holidays.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks		
	Manage Bus Operations Control Centre (BOCC) operational activities	Manage partnerships with authorities and stakeholders to ensure bus services operate in accordance with regulatory and operational requirements		
		Oversee staff adherence to service performance standards		
		Facilitate workplace compliance with bus regulatory requirements and Workplace Safety and Health (WSH) policies, procedures and regulations		
	Manage incidents and/or accidents	Lead recovery actions to manage incidents and/or accidents that occur during bus service route operations		
		Lead investigations of incidents and/or accidents		
		Recommend follow-up actions to prevent the recurrence of incidents and/or accidents		
		Develop contingency plans to manage incidents and/or accidents that occur during bus service route operations		
		Endorse the documentation of incidents and/or accidents for investigation closure		
	Contribute to continuous improvement activities to enhance service standards	Analyse historical data from the bus fleet management system to formulate improvement plans		
		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		
		Review staff work rotation plans for endorsement		
		Manage staff performance to achieve Key Performance Indicators (KPIs) set for the BOCC		
		Review training needs to implement training plans for staff development		
	Manage budgets and expenditure	Monitor budgets and expenditure of the BOCC		
		Formulate annual budgets required for the BOCC		
	Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)
Budgeting		Level 4	Decision Making	Advanced
Bus Operations Control Management		Level 5	Leadership	Advanced
Bus Regulatory Compliance		Level 4	Problem Solving	Advanced
Business Continuity Planning		Level 5	Resource Management	Advanced
Change Management		Level 4	Communication	Advanced
Continuous Improvement Management		Level 4		
Crisis Management		Level 5		
Data and Statistical Analytics		Level 3		
Health and Fatigue Risk Management		Level 3		
Manpower Planning and Deployment		Level 4		
Organisational Planning and Target Setting		Level 4		
People Development		Level 4		

	Report Writing	Level 3	
	Staff Performance Management	Level 4	
	Stakeholder Management	Level 4	
	Workplace Safety and Health Culture Development	Level 5	
	Workplace Safety and Health for Incident and Accident Investigation	Level 5	
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.