

SKILLS FRAMEWORK FOR PUBLIC TRANSPORT SKILLS MAP - DEPUTY BUS OPERATIONS CONTROL CENTRE MANAGER				
<b>Sector</b>	Public Transport			
<b>Track</b>	Bus Operations			
<b>Sub-Track</b>	Bus Operations Control Management			
<b>Occupation</b>	Bus Operations Manager			
<b>Job Role</b>	Deputy Bus Operations Control Centre Manager			
<b>Job Role Description</b>	<p>The Deputy Bus Operations Control Centre Manager oversees a team and is responsible for supervising and coordinating daily operations within the Bus Operations Control Centre (BOCC) to provide safe and reliable bus services to the public. He/She supervises the BOCC's daily core function in monitoring bus service performance standards to achieve service timeliness and regularity, as well as the execution of contingency plans in the event of incidents and/or accidents. To uphold bus service performance standards, he is required to work closely with the relevant authorities and other stakeholders. He is also responsible for managing team performance, manpower allocation and training. He recommends areas for continuous improvement to enhance the efficiency of the BOCC.</p> <p>He is a team-player and a well-organised individual who is able to remain calm and think clearly in stressful situations to make critical decisions. He works on rotating shifts and may be required to work on some weekends and public holidays.</p>			
<b>Critical Work Functions and Key Tasks</b>	<b>Critical Work Functions</b>	Manage Bus Operations Control Centre (BOCC) operational activities	<b>Key Tasks</b>	
			Supervise the regulation of real-time bus service performance in accordance with operational requirements	
			Collaborate with the authorities and stakeholders to ensure bus services operate in accordance with regulatory and operational requirements	
			Monitor and manage the actualisation of service mileage to meet daily targets	
			Monitor team's adherence to service performance standards	
	Operationalise procedures for compliance management in accordance with bus regulatory requirements and Workplace Safety and Health (WSH) policies, procedures, and regulations			
	Manage incidents and/or accidents	Supervise responses to incidents and/or accidents that occur during bus service route operations		
		Coordinate investigations of incidents and/or accidents		
		Implement follow-up actions with multiple stakeholders to prevent the recurrence of incidents and/or accidents		
		Conduct scenario planning exercises to simulate the management of incidents and/or accidents that occur during bus service route operations		
		Validate the documentation of incidents and/or accidents that occur during bus service route operations to ensure report accuracy		
	Contribute to continuous improvement activities to enhance service standards	Interpret data from the bus fleet management system to identify areas for service improvement		
		Propose improvements to enhance operational efficiency		
		Assist with the implementation of improvement initiatives to improve operational efficiency		
	Manage people and team performance	Plan manpower allocation and staff duty rosters for daily operations		
		Develop work rotation plans for staff to acquaint them with various bus service routes		
		Manage team performance to achieve Key Performance Indicators (KPIs)		
		Conduct training and assessment exercises for staff		
		Identify team's training needs		
	<b>Skills &amp; Competencies</b>	<b>Technical Skills &amp; Competencies</b>		<b>Generic Skills &amp; Competencies (Top 5)</b>
Bus Operations Control Management		Level 4	Problem Solving	Intermediate
Bus Regulatory Compliance		Level 3	Resource Management	Intermediate
Business Continuity Planning		Level 4	Communication	Advanced
Change Management		Level 4	Decision Making	Intermediate
Continuous Improvement Management		Level 4	Teamwork	Intermediate
Crisis Management		Level 4		
Data and Statistical Analytics		Level 2		
Health and Fatigue Risk Management		Level 3		
Manpower Planning and Deployment		Level 3		
People Development		Level 4		
Report Writing		Level 2		
Staff Performance Management		Level 3		

	Stakeholder Management	Level 4	
	Workplace Safety and Health Culture Development	Level 4	
	Workplace Safety and Health for Incident and Accident Investigation	Level 4	
<b>Programme Listing</b>	For a list of Training Programmes available for the Public Transport sector, please visit: <a href="http://www.skillsfuture.sg/skills-framework/public-transport">www.skillsfuture.sg/skills-framework/public-transport</a>		

The information contained in this document serves as a guide.