

SKILLS FRAMEWORK FOR PUBLIC TRANSPORT SKILLS MAP - CHIEF CONTROLLER/CONTROLLER				
Sector	Public Transport			
Track	Rail Operations			
Sub-Track	Rail Operations Control Management			
Occupation	Rail Operations Supervisor			
Job Role	Chief Controller/Controller			
Job Role Description	<p>The Chief Controller/Controller leads and guides a team of train operations controllers in the Operations Control Centre (OCC) in implementing train service control activities to ensure the overall efficiency and continuity of train services. He/She works closely with operations and maintenance centres across the rail network to supervise and coordinate train services to meet ridership demand, and to implement service recovery measures during rail incidents and/or accidents.</p> <p>He coordinates the implementation of procedures for the OCC's operations, manages staff deployment, and coaches staff to achieve train service and performance targets. He also contributes to the continual improvement of OCC operations and workflow efficiency. He has good supervision and people management skills, and is organised and efficient in operationalising various OCC functions.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Support Operations Control Centre (OCC) operations and requirements	Key Tasks	
			Monitor the launch and withdrawal of passenger trains and engineering trains	
			Supervise the delivery of train services in accordance with operational requirements	
			Review documentation for all train deployment and track access activities within the depot	
			Respond to enquiries received from the authorities and other internal/external stakeholders	
			Ensure adherence to Workplace Safety and Health (WSH) policies, procedures and regulations when carrying out work at the workplace	
	Ensure compliance with the Rapid Transit System (RTS) Codes of Practice			
	Manage incidents and/or accidents	Supervise the first-line recovery of train and/or track faults		
		Expedite train service recovery during occurrences of rail incidents and/or accidents		
		Coordinate rail service recovery actions with internal and external stakeholders		
		Identify appropriate messaging for train service announcements to commuters during rail incidents and/or accidents		
		Coordinate the investigation of rail incidents and/or accidents		
		Coordinate follow-up actions to mitigate recurrence of rail incidents and/or accidents		
	Manage track access	Facilitate track access activities		
		Monitor the deployment of protective measures to facilitate safe track access		
		Prioritise track access requests		
	Support continuous improvement activities to enhance service reliability	Evaluate recommendations on workflow improvements for enhancing the efficiency of OCC operations		
		Conduct operational drills to review operating standards and procedures		
	Manage people and team performance	Manage team's performance in achieving Key Performance Indicators (KPIs)		
		Identify the team's training needs		
Prepare duty rosters and manpower allocation plans for daily operations				
Track the team's expenditure to assist in the forecasting of annual budgets				
	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
	Budgeting	Level 3	Communication	Advanced
	Change Management	Level 4	Decision Making	Advanced
	Civil Emergency Management	Level 3	Leadership	Intermediate
	Continuous Improvement Management	Level 4	Service Orientation	Advanced
	Data and Statistical Analytics	Level 2	Problem Solving	Advanced
	Health and Fatigue Risk Management	Level 3		
	Innovation Management	Level 4		
	Manpower Planning and Deployment	Level 3		
	People Development	Level 4		

Skills & Competencies	Rail Emergency Response Management	Level 3
	Rail Incident Management	Level 3
	Rail Operations Control Management	Level 4
	Rail Operations Enhancement Management	Level 4
	Rail Regulatory Compliance	Level 4
	Report Writing	Level 3
	Security Management	Level 3
	Staff Performance Management	Level 3
	Stakeholder Management	Level 3
	Track Access Management	Level 4
	Workplace Facilities Safety Management	Level 3
	Workplace Safety and Health Culture Development	Level 4
	Workplace Safety and Health for Incident and Accident Investigation	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.