

SKILLS FRAMEWORK FOR PUBLIC TRANSPORT SKILLS MAP - HEAD, OPERATIONS CONTROL CENTRE				
Sector	Public Transport			
Track	Rail Operations			
Sub-Track	Rail Operations Control Management			
Occupation	Rail Operations Manager			
Job Role	Head, Operations Control Centre			
Job Role Description	<p>The Head, Operations Control Centre manages the overall operations of the Operations Control Centre (OCC) department to align with and achieve organisational and regulatory requirements for train service standards and performance. He/She establishes the organisation's operational and service frameworks to enhance train service reliability, continuity, and safety. He is responsible for managing rail service recovery with internal and external stakeholders and is required to communicate on behalf of the organisation with the relevant authorities and/or external stakeholders.</p> <p>He demonstrates exemplary leadership, is a good communicator, and is able to network effectively with internal and external stakeholders to establish strong rapport. He is forward-thinking and is able to lead the department to achieve service and operational excellence by driving a culture of continuous improvement and spearheading capability development initiatives.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Lead Operations Control Centre (OCC) operations and requirements	Key Tasks	
			Align departmental and/or organisational Standard Operating Procedures (SOPs) and Key Performance Indicators (KPIs) with established industry standards and/or regulatory requirements	
			Manage operational engagement with authorities and internal/external stakeholders	
			Drive a culture of workplace safety	
	Drive continuous improvement activities to enhance service reliability		Cultivate an awareness of the Rapid Transit System (RTS) Codes of Practice among staff	
			Provide inputs to improve OCC operations and service reliability	
			Build a culture of continuous improvement with a focus on service reliability	
	Manage incidents and/or accidents		Resolve non-compliances in operating processes and procedures identified in audit reports	
			Manage investigations of rail incidents and/or accidents involving cross-department teams	
			Develop rail incident management and recovery framework	
			Refine rail incidents management framework to incorporate new mitigation and prevention measures	
			Articulate appropriate messages for relevant stakeholders during occurrences of incidents and/or accidents	
	Manage people and organisational function		Lead the planning of train service recovery processes for the occurrences of rail incidents and/or accidents	
			Formulate strategies to equip staff with the relevant skills	
Drive the implementation of manpower plans and strategies				
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
	Budgeting	Level 5	Leadership	Advanced
	Business Continuity Management	Level 6	Interpersonal Skills	Advanced
	Change Management	Level 6	Decision Making	Advanced
	Civil Emergency Management	Level 4	Problem Solving	Advanced
	Continuous Improvement Management	Level 6	Resource Management	Advanced
	Data and Statistical Analytics	Level 4		
	Innovation Management	Level 6		
	Manpower Planning and Deployment	Level 5		
	Organisational Planning and Target Setting	Level 5		
	People Development	Level 6		
	Report Writing	Level 4		
	Rail Emergency Response Management	Level 6		
	Rail Incident Management	Level 6		
	Rail Operations Control Management	Level 6		
	Rail Operations Enhancement Management	Level 6		
	Rail Regulatory Compliance	Level 6		

	Security Management	Level 5	
	Staff Performance Management	Level 5	
	Stakeholder Management	Level 5	
	Strategy Planning	Level 6	
	Track Access Management	Level 6	
	Workplace Facilities Safety Management	Level 5	
	Workplace Safety and Health Culture Development	Level 6	
	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.