

SKILLS FRAMEWORK FOR PUBLIC TRANSPORT SKILLS MAP - OPERATIONS CONTROL CENTRE MANAGER				
Sector	Public Transport			
Track	Rail Operations			
Sub-Track	Rail Operations Control Management			
Occupation	Rail Operations Manager			
Job Role	Operations Control Centre Manager			
Job Role Description	<p>The Operations Control Centre Manager manages all operations and activities of the Operations Control Centre (OCC) in accordance with rail service requirements and regulations. He/She maintains close working relationships with internal and external stakeholders to manage diverse rail operation requirements. He operationalises and integrates various public transport services and maintenance resources to meet ridership demand and manages the recovery of affected services during rail incidents and/or accidents.</p> <p>He leads various continuous improvement initiatives to optimise the overall efficiency of OCC operations. He also oversees staff performance and capability development to ensure the core competence of OCC staff. He possesses excellent leadership and networking skills, is resourceful, and has good situational awareness to rapidly assess operational situations and develop solutions under stressful time-sensitive conditions.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Support Operations Control Centre (OCC) operations activities and requirements	Key Tasks	
			Manage the overall operations of the OCC	
			Handle engagement with 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) Code of Practice			
	Drive continuous improvement activities to enhance service reliability	Analyse OCC operations reports to formulate improvement plans		
		Implement optimised workflows to enhance the efficiency of OCC operations		
		Plan operational drills and scenarios to review operating standards, procedures, and staff operational readiness		
		Conduct audits to identify and address non-compliance in operating processes and procedures		
	Manage incidents and/or accidents	Lead recovery actions for rail incidents and/or accidents		
		Operationalise train service recovery plans during occurrences of rail incidents and/or accidents		
		Coordinate communications with relevant stakeholders relating to the management of rail incidents and/or accidents		
		Recommend follow-up actions to prevent the recurrence of rail incidents and/or accidents		
	Manage people and team performance	Manage the department's performance in achieving Key Performance Indicators (KPIs)		
		Implement training plans to equip staff with the relevant skills		
		Develop processes for implementing manpower plans and strategies		
Manage annual budgets required for the department				
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
	Budgeting	Level 4	Leadership	Advanced
	Business Continuity Management	Level 5	Decision Making	Advanced
	Change Management	Level 5	Communication	Advanced
	Civil Emergency Management	Level 4	Problem Solving	Advanced
	Continuous Improvement Management	Level 5	Interpersonal Skills	Advanced
	Data and Statistical Analytics	Level 3		
	Health and Fatigue Risk Management	Level 4		
	Innovation Management	Level 5		
	Manpower Planning and Deployment	Level 4		
	Organisational Planning and Target Setting	Level 4		
	People Development	Level 5		
	Report Writing	Level 3		
	Rail Emergency Response Management	Level 5		
	Rail Incident Management	Level 5		
Rail Operations Control Management	Level 5			

	Rail Operations Enhancement Management	Level 5	
	Rail Regulatory Compliance	Level 5	
	Security Management	Level 4	
	Staff Performance Management	Level 4	
	Stakeholder Management	Level 4	
	Strategy Planning	Level 5	
	Track Access Management	Level 5	
	Workplace Facilities Safety 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.