

| SKILLS FRAMEWORK FOR PUBLIC TRANSPORT | | | | |
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| SKILLS MAP - SERVICE OPERATIONS MANAGER/DUTY OPERATIONS MANAGER | | | | |
| Sector | Public Transport | | | |
| Track | Rail Operations | | | |
| Sub-Track | Station and Train Operations | | | |
| Occupation | Rail Operations Manager | | | |
| Job Role | Service Operations Manager/Duty Operations Manager | | | |
| Job Role Description | <p>The Service Operations Manager/Duty Operations Manager manages and coordinates the overall operations of a cluster of train stations in a given zone. He/She supervises the station operations teams to ensure organisational requirements for rail services and safety requirements are fulfilled, and service excellence, and regulatory service standards are adhered to.</p> <p>He is responsible for the achievement of rail service and station operations performance standards, and recommends and implements continuous improvement initiatives to enhance overall rail services. He coordinates improvement initiatives for station facilities and the implementation of security measures with internal and external stakeholders. He also supervises coordinated response and recovery efforts during rail incidents and/or accidents.</p> <p>He possesses strong leadership and people management skills. He also has the ability to implement and synchronise organisational operating procedures and requirements across the different train stations and operations teams under his purview.</p> | | | |
| Critical Work Functions and Key Tasks | Critical Work Functions | Support station operations and requirements | Key Tasks | |
| | | | Supervise the provision of customer service to commuters | |
| | | | Monitor crowd control with internal and external stakeholders | |
| | | | Monitor the implementation of zone-level security measures and procedures within stations | |
| | | | Coordinate station maintenance and enhancement works | |
| | | | Evaluate recommendations on workflow improvements -for enhancing the efficiency of station operations | |
| | | | Review the documentation of all station-related activities | |
| | | | 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 | Coordinate responses to rail incidents and/or accidents with internal and external stakeholders | | |
| | | Formulate appropriate messaging for situation updates to relevant staff and commuters during rail incidents and/or service disruption | | |
| | | Coordinate the investigation of rail incidents and/or emergencies | | |
| | | Coordinate the implementation of recovery plans to mitigate the impact and prevent the recurrence of rail incidents and/or accidents | | |
| | Manage people and team performance | Prepare duty rosters and allocate manpower for daily operations | | |
| Manage the team's performance in achieving Key Performance Indicators (KPIs) | | | | |
| Identify the team's training needs | | | | |
| Support continuous improvement activities to enhance service reliability | Conduct operational drills to review operating standards and procedures for improvement | | | |
| | Evaluate recommendations on workflow improvements for enhancing the efficiency of station operations | | | |
| Skills & Competencies | Technical Skills & Competencies | | Generic Skills & Competencies (Top 5) | |
| | Change Management | Level 4 | Leadership | Intermediate |
| | Civil Emergency Management | Level 3 | Teamwork | Advanced |
| | Continuous Improvement Management | Level 4 | Interpersonal Skills | Advanced |
| | Crowd Management | Level 3 | Developing People | Advanced |
| | Health and Fatigue Risk Management | Level 3 | Communication | Advanced |
| | Innovation Management | Level 4 | | |
| | Manpower Planning and Deployment | Level 3 | | |
| | People Development | Level 4 | | |
| | Rail Emergency Response Management | Level 4 | | |
| | Rail Incident Management | Level 3 | | |
| | Rail Operations Enhancement Management | Level 4 | | |
| | Rail Regulatory Compliance | Level 4 | | |

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| | Report Writing | Level 2 | |
| | Security Management | Level 4 | |
| | Service Excellence | Level 3 | |
| | Staff Performance Management | Level 3 | |
| | Stakeholder Management | Level 3 | |
| | Train Fare and Ticket Management | Level 3 | |
| | Train Station Operations Management | Level 4 | |
| | Workplace Facilities Safety Management | Level 4 | |
| | Workplace Safety and Health Culture Development | Level 4 | |
| | Workplace Safety and Health for Fire Prevention and Fire Fighting | Level 3 | |
| | 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.