

SKILLS FRAMEWORK FOR PUBLIC TRANSPORT				
SKILLS MAP - SENIOR STATION MANAGER/STATION MANAGER/DEPUTY STATION MANAGER				
Sector	Public Transport			
Track	Rail Operations			
Sub-Track	Station and Train Operations			
Occupation	Rail Operations Officer			
Job Role	Senior Station Manager/Station Manager/Deputy Station Manager			
Job Role Description	<p>The Senior Station Manager/Station Manager/Deputy Station Manager is responsible for the overall operations of the train station, to ensure efficient rail services, and the overall safety of staff and commuters. He/She plans, deploys, and supervises the station staff in the execution of their daily activities, manages staff welfare and performance, and ensures service excellence for commuters.</p> <p>He conducts regular inspections of station premises and facilities to ensure station equipment are operational, as well as account for and ensure station's revenue protection. He also manages service and repair requirements for station equipment and facilities, and carries out access control for maintenance teams and/or service providers to perform maintenance work on rail systems and/or station facilities.</p> <p>He possesses a friendly disposition, a service-oriented mindset, and good people skills. He applies strong organisational skills to ensure the daily operational requirements of the station are met. He also has strong situational awareness and can react quickly to manage a diverse range of station operations demands.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks		
	Support station operations and requirements	Provide customer service to commuters		
		Perform crowd control to facilitate the movement of commuters within stations and on train platforms		
		Conduct security patrols within stations and on train platforms		
		Facilitate checks on authorised personnel accessing restricted station premises		
		Identify maintenance and/or repair works required for faulty station facilities and equipment		
		Ensure fare administration and protection		
		Document all station-related activities		
		Prepare duty rosters for station staff		
		Enforce the compliance of sections of the Rapid Transit System (RTS) Act related to commuters		
		Comply with Workplace Safety and Health (WSH) policies, procedures, and regulations when carrying out work		
	Comply with the RTS Codes of Practice			
	Manage incidents and/or accidents	Perform first-line operational recovery of station and train systems		
		Disseminate operational and service information to station staff and commuters during rail incidents and/or accidents		
		Assist in the investigation of rail incidents and/or accidents		
		Respond to rail incidents and/or accidents		
		Carry out follow-up actions to prevent the recurrence of rail incidents, and to ensure operation preparedness during emergency situations		
	Manage track access	Prepare and facilitate track access requirements from the station		
		Deploy protective measures to facilitate safe track access		
	Manage people and team performance	Assess employees' physical health to ensure their fitness for duty		
Ensure staff's compliance to personnel discipline and grooming standards				
Perform on-the-job coaching				
Support continuous improvement activities to enhance service reliability	Perform operational drills to support the review of operating standards and procedures			
	Propose workflow improvements to enhance the efficiency of station operations			
	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
	Civil Emergency Management	Level 2	Communication	Intermediate
	Continuous Improvement Management	Level 3	Sense Making	Basic
	Crowd Management	Level 2	Service Orientation	Advanced
	Health and Fatigue Risk Management	Level 2	Interpersonal Skills	Intermediate
	Innovation Management	Level 3	Managing Diversity	Basic
	Manpower Planning and Deployment	Level 3		

Skills & Competencies	Passenger Train Operations	Level 2
	People Development	Level 3
	Rail Emergency Response Management	Level 3
	Rail Incident Management	Level 2
	Rail Regulatory Compliance	Level 3
	Report Writing	Level 1
	Security Management	Level 3
	Service Excellence	Level 2
	Track Access Management	Level 2
	Train Fare and Ticket Management	Level 2
	Train Station Operations Management	Level 3
	Workplace Facilities Safety Management	Level 3
	Workplace First-Aid	Level 2
	Workplace Safety and Health Culture Development	Level 3
	Workplace Safety and Health for Fire Prevention and Fire Fighting	Level 2
Workplace Safety and Health for Incident and Accident Investigation	Level 3	
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.