

SKILLS FRAMEWORK FOR PUBLIC TRANSPORT SKILLS MAP - STATION OPERATIONS MANAGER				
Sector	Public Transport			
Track	Rail Operations			
Sub-Track	Station and Train Operations			
Occupation	Rail Operations Manager			
Job Role	Station Operations Manager			
Job Role Description	<p>The Station Operations Manager leads and manages daily rail service operations of train stations to ensure the smooth operation of rail services, and to meet and exceed service targets and requirements. He/She leads the station operations teams in reviewing service and operations performance standards, and sets continuous improvement goals to optimise the overall operational efficiency and safety of rail services.</p> <p>He leads in coordinating and managing rail service recovery with internal and external stakeholders during service degradation, devises emergency response procedures, and conducts operation exercises to assess and enhance the operational and emergency preparedness of the station operations teams.</p> <p>He possesses strong organisational management skills, is resourceful, and is knowledgeable in various aspects of rail operations. He is able to lead his team to achieve set targets and performance requirements.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks		
	Support station operations and requirements	Lead the management and operation of train stations		
		Devise crowd control plans		
		Respond to enquiries received from the authorities and other 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	Lead the investigation of rail incidents and/or accidents		
		Lead recovery actions for rail incidents and/or accidents		
		Coordinate communications with relevant stakeholders relating to occurrences of rail incidents and/or accidents		
		Recommend recovery plans to mitigate the impact and prevent the recurrence of rail incidents and/or accidents		
	Drive continuous improvement activities to enhance service reliability	Plan operational drills and scenarios to review rail services operating standards, procedures, and staff operational readiness		
		Analyse station operations reports to formulate improvement plans		
		Implement optimised workflows to enhance the efficiency of station operations		
		Conduct audits to identify and mitigate the impact of non-compliances in operating processes and procedures		
	Manage people and team performance	Implement service excellence framework		
		Develop processes for implementing manpower strategies		
		Implement training plans to equip staff with the relevant skills		
		Manage the department's performance in achieving Key Performance Indicators (KPIs)		
		Manage annual budgets required by the department		
	Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)
Budgeting		Level 4	Leadership	Advanced
Business Continuity Management		Level 5	Teamwork	Advanced
Civil Emergency Management		Level 4	Interpersonal Skills	Advanced
Continuous Improvement Management		Level 5	Developing People	Advanced
Crowd Management		Level 4	Decision Making	Intermediate
Data and Statistical Analytics		Level 2		
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		
Rail Emergency Response Management		Level 5		

	Rail Incident Management	Level 5	
	Rail Operations Enhancement Management	Level 5	
	Rail Regulatory Compliance	Level 5	
	Security Management	Level 5	
	Service Excellence	Level 4	
	Staff Performance Management	Level 4	
	Stakeholder Management	Level 4	
	Strategy Planning	Level 5	
	Train Station Operations Management	Level 5	
	Workplace Facilities Safety Management	Level 5	
	Workplace Safety and Health Culture Development	Level 5	
	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.