

SKILLS FRAMEWORK FOR PUBLIC TRANSPORT SKILLS MAP - CREW MANAGER				
<b>Sector</b>	Public Transport			
<b>Track</b>	Rail Operations			
<b>Sub-Track</b>	Station and Train Operations			
<b>Occupation</b>	Rail Operations Officers			
<b>Job Role</b>	Crew Manager			
<b>Job Role Description</b>	<p>The Crew Manager manages the day-to-day operations and duties of Train Captains. This includes preparing duty rosters, deploying resources, and ensuring the discipline, well-being, and performance standards of the Train Captains. He/She is well-versed with train service operations and service standards, and is required to execute crew reformation and deployment plans to maintain train service standards and reliability, as well as safety standards of train operations.</p> <p>He has excellent supervisory, people management, and communication skills. He is also approachable and relational in caring for staff's welfare and in coaching to staff.</p>			
<b>Critical Work Functions and Key Tasks</b>	<b>Critical Work Functions</b>	Support train operations and requirements	<b>Key Tasks</b>	
			Prepare duty rosters for Train Captains	
			Manage the daily deployment of Train Captains and ensure their fitness for duty	
			Manage and issue equipment to Train Captains	
			Document Train Captain deployment activities	
			Comply with the Rapid Transit System (RTS) Codes of Practice	
	Manage rail incidents and/or accidents	Comply with Workplace Safety and Health (WSH) policies, procedures, and regulations when carrying out work		
		Assist in the investigation of rail incidents and/or accidents		
		Carry out follow-up actions to prevent the recurrence of rail incidents and/or accidents		
	Support continuous improvement activities to enhance service reliability	Redeploy train captains to support recovery plans involving rail incidents, accidents, and unfulfilled schedules		
		Propose workflow improvements to enhance the efficiency of train operations		
	Manage people and team performance	Support the implementation of operational drills for the review of operating standards and procedures		
		Perform on-the-job coaching		
		Manage staff discipline and, well-being, and ensure staff they are fit-for-work to carry out train operations duties		
<b>Skills &amp; Competencies</b>	<b>Technical Skills &amp; Competencies</b>		<b>Generic Skills &amp; Competencies (Top 5)</b>	
	Civil Emergency Management	Level 2	Communication	Intermediate
	Continuous Improvement Management	Level 3	Sense Making	Intermediate
	Health and Fatigue Risk Management	Level 2	Service Orientation	Intermediate
	Innovation Management	Level 3	Decision Making	Intermediate
	Inventory Management	Level 3	Problem Solving	Intermediate
	Manpower Planning and Deployment	Level 3		
	People Development	Level 3		
	Rail Emergency Response Management	Level 2		
	Rail Incident Management	Level 2		
	Rail Regulatory Compliance	Level 3		
	Report Writing	Level 1		
	Service Excellence	Level 2		
	Stakeholder Management	Level 3		
	Workplace Facilities Safety Management	Level 3		
	Workplace Safety and Health Culture Development	Level 3		
	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](http://www.skillsfuture.sg/skills-framework/public-transport)

The information contained in this document serves as a guide.