

SKILLS FRAMEWORK FOR PUBLIC TRANSPORT SKILLS MAP - TRAIN OPERATIONS MANAGER				
<b>Sector</b>	Public Transport			
<b>Track</b>	Rail Operations			
<b>Sub-Track</b>	Station and Train Operations			
<b>Occupation</b>	Rail Operations Manager			
<b>Job Role</b>	<b>Train Operations Manager</b>			
<b>Job Role Description</b>	<p>The Train Operations Manager maintains high standards of train operations by ensuring all staff comply with policies, procedures, and regulations. He/She initiates audits to identify performance and operational gaps, implements improvement measures, and enhances workforce capabilities and operational standards. He leads in coordinating recovery and investigation efforts during occurrences of rail incidents and/or accidents.</p> <p>He demonstrates strong people management skills, and is an effective communicator in working collaboratively with internal and external stakeholders. He can adapt quickly to dynamic situations, is well organised, has a forward looking mindset, and maintains a high standard of operation readiness in his department.</p>			
<b>Critical Work Functions and Key Tasks</b>	<b>Critical Work Functions</b>	Support train operations and requirements	<b>Key Tasks</b>	
			Lead the management of train service operations	
			Respond to enquiries received from external stakeholders	
			Ensure compliance with the Rapid Transit System (RTS) Codes of Practice	
	Manage rail incidents and/or accidents	Ensure adherence to Workplace Safety and Health (WSH) policies, procedures, and regulations when carrying out work		
		Lead the investigation of rail incidents and/or accidents		
		Lead recovery actions for rail incidents and/or accidents		
		Coordinate communications with internal and external stakeholders during occurrences of rail incidents and/or accidents		
	Drive continuous improvement to enhance service reliability	Recommend follow-up actions to prevent the recurrence of rail incidents and/or accidents		
		Formulate train operations improvement plans		
		Implement optimised workflows to enhance the efficiency of train operations		
		Plan operational drills and scenarios to review rail operating standards, procedures, and staff operational readiness		
	Manage people and team performance	Conduct audits to identify and mitigate the impact of non-compliances in operating processes and procedures		
		Develop processes for implementing manpower plans and strategies		
		Manage the department's performance in achieving Key Performance Indicators (KPIs)		
		Implement training plans to equip staff with the relevant skills		
		Manage annual budgets required by the department		
<b>Skills &amp; Competencies</b>	<b>Technical Skills &amp; Competencies</b>		<b>Generic Skills &amp; Competencies (Top 5)</b>	
	Budgeting	Level 4	Leadership	Advanced
	Business Continuity Management	Level 5	Interpersonal Skills	Advanced
	Civil Emergency Management	Level 4	Teamwork	Advanced
	Continuous Improvement Management	Level 5	Developing People	Advanced
	Data and Statistical Analytics	Level 3	Decision Making	Intermediate
	Health and Fatigue Risk Management	Level 4		
	Innovation Management	Level 5		
	Manpower Planning and Deployment	Level 3		
	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	
	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	
<b>Programme Listing</b>	For a list of Training Programmes available for the Public Transport sector, please visit: <a href="http://www.skillsfuture.sg/skills-framework/public-transport">www.skillsfuture.sg/skills-framework/public-transport</a>		

The information contained in this document serves as a guide.