

SKILLS FRAMEWORK FOR PUBLIC TRANSPORT SKILLS MAP - RAIL SERVICE 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>Rail Service Manager</b>				
<b>Job Role Description</b>	<p>The Rail Service Manager oversees the management of train operations, in adherence to operations and regulatory requirements and standards. He/She performs on-site inspections, supervises train services and staff's operational performance, as well as reviews service standards to improve service reliability and safety.</p> <p>He represents the organisation in responding to rail service enquiries, and works closely with internal and external stakeholders for service improvement reviews, complaints, and investigations. He also coordinates with these stakeholders during rail incidents and/or accidents.</p> <p>He possesses a friendly disposition and has excellent communication skills. He is measured, composed, decisive, and resourceful in handling rail incidents, public enquiries, and engagements.</p>				
<b>Critical Work Functions and Key Tasks</b>	<b>Critical Work Functions</b>	Support train operations and requirements	<b>Key Tasks</b>		
			Supervise Train Captains on-site to monitor service standards		
			Conduct patrols and visual inspections on tracks near terminal stations		
			Respond to enquiries received from external stakeholders		
			Review the documentation of all train operation activities to ensure currency for Standard Operating Procedures (SOPs)		
			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 at the workplace			
		Supervise the redeployment of Train Captains during rail incidents, accidents, and unfulfilled schedules			
		Coordinate the investigation of rail incidents and/or accidents			
		Coordinate recovery actions for rail incidents and/or accidents between relevant parties			
	Manage people and team performance	Coordinate follow-up actions to prevent the recurrence of rail incidents and/or accidents			
		Prepare staff duty rosters for and allocate manpower for daily rail 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	Track the team's expenditure to assist in the forecasting of annual operational budgets			
		Conduct operational drills to review operating standards and procedures for improvement			
		Evaluate recommendations on workflow improvements for enhancing the efficiency of train operations			
<b>Skills &amp; Competencies</b>	<b>Technical Skills &amp; Competencies</b>		<b>Generic Skills &amp; Competencies (Top 5)</b>		
	Budgeting	Level 3	Communication	Advanced	
	Change Management	Level 4	Leadership	Advanced	
	Civil Emergency Management	Level 3	Teamwork	Advanced	
	Continuous Improvement Management	Level 4	Developing People	Advanced	
	Health and Fatigue Risk Management	Level 3	Interpersonal Skills	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 4			
	Rail Operations Enhancement Management	Level 4			
	Rail Regulatory Compliance	Level 4			
	Report Writing	Level 2			
	Security Management	Level 3			

	Service Excellence	Level 3	
	Staff Performance Management	Level 3	
	Stakeholder Management	Level 3	
	Workplace Facilities Safety Management	Level 4	
	Workplace Safety and Health Culture Development	Level 4	
	Workplace Safety and Health for Incident and Accident Investigation	Level 3	
<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.