

SKILLS FRAMEWORK FOR PUBLIC TRANSPORT				
SKILLS MAP - HEAD, TRAIN OPERATIONS/HEAD, STATION OPERATIONS/HEAD, PASSENGER SERVICES				
Sector	Public Transport			
Track	Rail Operations			
Sub-Track	Station and Train Operations			
Occupation	Rail Operations Manager			
Job Role	Head, Train Operations/Head, Station Operations/Head, Passenger Services			
Job Role Description	<p>The Head, Train Operations/ Head, Station Operations/Head, Passenger Services is responsible for the overall management of the department, and represents the organisation in engaging with the relevant authorities and other external stakeholders. He/She leads service reliability enhancement efforts, and drives the department's performance through the establishment of a rail service excellence framework. He also develops rail incident and/or accident recovery framework to ensure the impact of operations and service disruptions is mitigated.</p> <p>He is a strategic leader who is able to establish rapport with external stakeholders and staff. He possess a broad understanding of commuter and industry trends and translates these to the organisation's operational and rail service frameworks.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks		
	Lead train operations requirements	Align departmental and/or organisational Standard Operating Procedures (SOPs) and Key Performance Indicators (KPIs) with established industry standards and/or regulatory requirements		
		Respond to enquiries received from external stakeholders		
		Drive a culture of workplace safety		
		Cultivate an awareness of the Rapid Transit System (RTS) Code of Practice		
	Manage incidents and/or accidents	Manage rail incident and/or accident investigations involving cross-department teams		
		Develop rail incident and/or accident recovery framework		
		Refine rail incident and/or accident prevention framework		
		Articulate appropriate messages for relevant stakeholders during occurrences of rail incidents and/or accidents		
	Drive continuous improvement to enhance service reliability	Provide technical inputs to improvement plans and cross-disciplinary studies for rail service enhancement		
		Build a culture of continuous improvement with a focus on rail service reliability		
		Resolve non-compliances in operating processes and procedures identified in audit reports		
	Manage people and organisational functions	Drive manpower planning strategies		
		Formulate strategies to equip staff with the relevant skills		
		Establish budgets for the department		
	Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)
Budgeting		Level 5	Leadership	Advanced
Business Continuity Management		Level 6	Decision Making	Advanced
Change Management		Level 6	Interpersonal Skills	Advanced
Civil Emergency Management		Level 4	Resource Management	Advanced
Continuous Improvement Management		Level 6	Developing People	Advanced
Crowd Management		Level 5		
Data and Statistical Analytics		Level 3		
Innovation Management		Level 6		
Manpower Planning and Deployment		Level 5		
Organisational Planning and Target Setting		Level 5		
People Development		Level 6		
Rail Emergency Response Management		Level 6		
Rail Incident Management		Level 6		
Rail Operations Enhancement Management		Level 6		
Rail Regulatory Compliance		Level 6		
Security Management		Level 6		
Service Excellence		Level 5		

	Staff Performance Management	Level 5	
	Stakeholder Management	Level 5	
	Strategy Planning	Level 6	
	Train Station Operations Management	Level 6	
	Workplace Facilities Safety Management	Level 5	
	Workplace Safety and Health Culture Development	Level 6	
	Workplace Safety and Health for Incident and Accident Investigation	Level 5	
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.