

**SKILLS FRAMEWORK FOR PUBLIC TRANSPORT
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

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|------------------------------------|---|----------------|---|---|---|----------------|
| TSC Category | People Management | | | | | |
| TSC | Manpower Planning and Deployment | | | | | |
| TSC Description | Develop and implement manpower plans to support and meet the organisation's strategic and operational needs | | | | | |
| TSC Proficiency Description | Level 1 | Level 2 | Level 3 | Level 4 | Level 5 | Level 6 |
| | | | PTP-BIN-3085-1.1-25 | PTP-BIN-4085-1.1-25 | PTP-BIN-5085-1.1-25 | |
| | | | Manage the manpower scheduling, allocation and deployment in accordance to the organisation's service operations' guidelines and processes | Analyse workload levels to determine implications on manpower resourcing | Lead discussions with senior management and develop models for forecasting the demand and supply of manpower | |
| Knowledge | | | <ul style="list-style-type: none"> Types of resources required by the organisation for service operations Organisation's guidelines to support service operations Methods to implement guidelines for service operations Types of performance issues related to service operations Sources of feedback on service operations Processes of monitoring feedback on service operations | <ul style="list-style-type: none"> Concept and theories of workforce planning and analytics Organisational processes and tools for manpower planning Sources of manpower data Productivity metrics Statistical analysis techniques Links between manpower planning and other aspects of organisational strategies Types of Enterprise Resource Planning (ERP) software | <ul style="list-style-type: none"> Concept and theories of workforce planning and analytics Organisational processes and tools for manpower planning Sources of manpower data Productivity metrics Statistical analysis techniques Links between manpower planning and other aspects of organisational strategies Trends and factors which may impact the demand and supply of manpower Cost impact analysis Organisation selection processes and interview techniques | |
| Abilities | | | <ul style="list-style-type: none"> Recognise available resources required for service operations Recognise the resources required at different points of the service value chain and shifts Deploy resources according to service operations plans | <ul style="list-style-type: none"> Update and oversee databases on workforce and manpower information Analyse capacity and capabilities of departments to deliver work plans Develop daily operational manpower plans | <ul style="list-style-type: none"> Prompt discussions with business leaders to comprehend manpower needs Develop models or simulations to project demand and supply of manpower | |

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| | | | <ul style="list-style-type: none"> • Monitor workload allocation among team members • Review resource requirements to cater to high volume situations • Implement service operations to achieve service excellence • Resolve performance issues within one's limits of authority that may occur during service operations | | <ul style="list-style-type: none"> • Develop mid- to long-term manpower plans for the business units • Estimate manpower deficit and surplus across the organisation to determine redeployment opportunities • Analyse the cost implications of manpower growth | |
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