

**SKILLS FRAMEWORK FOR SEA TRANSPORT
SKILLS MAP - DESK HEAD (CHARTERING)**

Sector	Sea Transport			
Track	Maritime Services			
Sub-track	Brokerage			
Occupation	Chartering Broker			
Job Role	Desk Head (Chartering)			
Job Role Description	<p>The Desk Head (Chartering) oversees the chartering brokerage business, develops department and resource plans, and oversees risk management for the business while monitoring and managing the business' performance. He/She undertakes research and competitor analysis to create a market advantage and demonstrates a sound understanding of business imperatives to offer solutions with real competitive advantage.</p> <p>He is a self-motivated and confident individual who works independently to lead a team and provides guidance. He possesses excellent communication and interpersonal skills and leverages on them to conduct complex negotiations.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions		Key Tasks	
	Grow chartering brokerage business		Monitor and analyse market directions, and supply and demand of ships within an expanded area of operations or a broad range of cargo	
			Identify and solicit prospective clients by pre-empting transportation requirements and open vessel positions	
			Identify clients' needs and requirements for cargo type, load and discharge ports, shipment dates, etc.	
			Monitor vessel positions and find ships that meet the requirements of the cargo owners	
			Oversee the negotiation of spot fixtures, time charters and contracts, especially complicated long-term charters and/or contracts of affreightment	
			Develop business unit plans for opening a new desk to cover a new product or market, starting a new business function, etc.	
			Evaluate recommendations for potential business opportunities	
			Build and develop new business pipelines to increase the organisation's market share	
	Manage chartering brokerage operations		Review existing and develop new strategies and tools to improve broking operations	
			Monitor and manage broking business performance	
			Set key performance indicators for team and business unit	
	Service client accounts		Develop and maintain the organisation's portfolio of clients	
			Manage contracts with ship owners and cargo owners and other brokers	
		Manage settlements on laytime calculations, demurrage payments, and other issues arising from servicing client accounts		
Manage business risks		Develop a framework and processes to manage business risks in chartering operations		
		Ensure business risk procedures are complied with		
Lead improvements to enhance efficiency		Drive a culture of innovation and efficiency to ensure processes are productive		
		Monitor the effectiveness of workflow improvements		
Manage resource planning		Develop strategies for resource planning and utilisation		
		Review the utilisation of resources		
Skills & Competencies	Technical Skills & Competencies		Generic Skills and Competencies (Top 5)	
	Budgeting	Level 5	Communication	Advanced
	Business Data Analysis	Level 2	Interpersonal Skills	Advanced
	Business Negotiation	Level 5	Leadership	Advanced
	Business Planning	Level 5	Problem Solving	Advanced
	Chartering	Level 5	Service Orientation	Advanced
	Credit Risk Management	Level 5		
	Cyber Security	Level 3		
	Financial Analysis	Level 5		
	Financial Management	Level 5		
	Innovation	Level 5		
	Market Research	Level 5		
	Networking	Level 5		
	Organisational Strategy and Policy Realisation	Level 5		
	Resource Management	Level 4		
Risk Compliance and Governance	Level 5			
Risk Control and Response Planning	Level 5			

	Service Excellence	Level 5	
	Technology Integration	Level 4	
Programme Listing	For a list of Training Programmes available for the Sea Transport sector, please visit: www.skillsfuture.sg/skills-framework/sea-transport		

The information contained in this document serves as a guide.