

**SKILLS FRAMEWORK FOR SEA TRANSPORT
SKILLS MAP - HEAD OF PILOTAGE**

Sector	Sea Transport			
Track	Port			
Occupation	Harbour Pilot			
Job Role	Head of Pilotage			
Job Role Description	The Head of Pilotage oversees the day-to-day pilotage operations and manages the pilotage team while ensuring compliance to pilotage and port regulations and smooth port operations. He/She investigates reports of marine incidents and initiates workflow improvements to enhance efficiency and productivity. He monitors the budget and expenditure of the business unit and maintains the emergency response plan. He possesses excellent communication skills and remains calm under pressure.			
Critical Work Functions, Key Tasks and Performance Expectations	Critical Work Functions	Key Tasks	Performance Expectations (For legislated/ regulated occupations)	
	Oversee pilotage, navigation and berthing	Oversee the day-to-day management of pilots and pilotage vessels.	In accordance to: <ul style="list-style-type: none"> Harbour Pilot License Class A/B/C International ship and port facility security (ISPS) code 	
		Manage teams of harbour pilots, including allocation of duties and competency training		
		Maintain the port facilities security plan in compliance with relevant legislation and guidance		
	Handle port operations and vessel management	Review, create and implement harbour operations procedures in compliance with regulatory requirements		
		Assist with the coordination and management of port incidents and emergency situations, including performing 'on call' duties		
	Maintain relationships with key stakeholders	Foster positive relations with port masters and other senior port management personnel		
		Develop new business opportunities and servicing provision for existing users		
		Ensure continuous improvement of customer service and quality standards		
	Manage budget and expenditure	Evaluate the organisation's financial performance		
Establish key performance indicators for financial performance				
Lead improvements to enhance efficiency	Drive organisation's ship efficiency management			
	Build a culture of innovation within the organisation to encourage continuous improvement			
Manage business risks	Formulate the organisation's risk management strategy			
	Detect new and emerging risk areas and formulate pro-active steps to address them			
Handle health, safety, security and environment	Ensure compliance with health, safety, security and environmental issues			
	Ensure all accidents and incidents are reported and investigated in consultation with relevant authorities			
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Budgeting	Level 6	Communication	Advanced
	Business Continuity Management	Level 6	Interpersonal Skills	Advanced
	Business Negotiation	Level 6	Managing Diversity	Advanced
	Business Planning	Level 5	Problem Solving	Advanced
	Cyber Security	Level 3	Decision Making	Advanced
	Employee Relations	Level 5		
	Financial Analysis	Level 5		
	Financial Management	Level 6		
	Learning and Development	Level 4		
	Manpower Planning	Level 5		
	Networking	Level 6		
	Organisational Strategy and Policy Realisation	Level 6		
	Pilotage Emergencies	Level 5		
	Pilotage Planning	Level 5		
	Resource Management	Level 5		
	Risk Compliance and Governance	Level 6		
Risk Control and Response Planning	Level 6			

**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.