

SKILLS FRAMEWORK FOR SEA TRANSPORT

SKILLS MAP - PORT BUSINESS DEVELOPMENT/OPERATIONS MANAGER

Sector	Sea Transport			
Track	Port			
Sub-track	Terminal Operations			
Occupation	Terminal Operations			
Job Role	Port Business Development/Operations Manager			
Job Role Description	<p>The Port Operations Manager/Business Manager oversees the smooth operations and continuous improvements of port and cargo operations, manages resources, cost and productivity and supports the development of new business portfolio.</p> <p>He/She is responsible for service delivery and customer engagement for value-added services and works closely with key stakeholders including regulatory authorities, shipping lines, and service providers, to ensure compliance with regulatory requirements and prepares reports on the ports' performance. He is a highly-skilled and organised individual who is able to multi-task under pressure</p>			
Critical Work Functions and Key Tasks	Critical Work Functions		Key Tasks	
	Oversee and plan port operations		Develop and optimise ship loading and discharge plans	
			Conduct briefings on standard operating procedures for vessel loading and discharge	
			Devise new ways to enhance operational excellence	
			Engage key customers and adapt services and functions to address changing commercial requirements	
			Monitor terminal, berth and yard productivity metrics and ensure performance targets are met	
	Execute cargo operations		Oversee berth, yard and stowage activities	
	Oversee the management and development of port teams		Develop and review manpower requirements and planning processes	
			Conduct interviews and recommend hiring of candidates	
			Coach and manage staff performance	
			Develop and implement in-house training roadmaps to ensure staff are constantly upgraded to meet organisational needs	
	Ensure compliance with workplace safety and health (WSH) policies, procedures and regulations		Oversee compliance with workplace safety and health policies, procedures and regulations	
			Propose enhancements to WSH policies, procedures and regulations to enhance safety at work	
	Manage budget and expenditure		Analyse expenditure and submit reports to management	
		Coordinate with engineering and IT departments to ensure sufficient resources are allocated to infrastructure upgrading and development		
Grow organisation's business portfolio		Work with commercial teams in developing new business initiatives that will strengthen the port value proposition in the overall supply chain		
Manage business risks		Develop a framework and processes to manage business risk in ship sales and purchases 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		
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Budgeting	Level 5	Communication	Intermediate
	Business Data Analysis	Level 4	Interpersonal Skills	Intermediate
	Cargo Loading and Unloading	Level 4	Leadership	Intermediate
	Crisis Management	Level 5	Managing Diversity	Intermediate
	Cyber Security	Level 3	Digital Literacy	Intermediate
	Employee Relations	Level 5		
	Financial Analysis	Level 5		
	Financial Management	Level 5		
	Innovation	Level 5		
	Learning and Development	Level 5		
	Manpower Planning	Level 3		
	Organisational Strategy and Policy Realisation	Level 5		
	Port Call Planning	Level 4		
	Quality Systems	Level 4		
	Resource Management	Level 5		
	Risk Compliance and Governance	Level 5		
	Risk Control and Response Planning	Level 5		
	Ship Operations	Level 5		
	Technology Integration	Level 3		

**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.