

SKILLS FRAMEWORK FOR SEA TRANSPORT

SKILLS MAP – DEMURRAGE MANAGER/LAYTIME MANAGER/POST FIXTURE MANAGER

Sector	Sea Transport			
Track	Shipping			
Sub-track	Shipping Operations			
Occupation	Post Fixture Manager			
Job Role	Demurrage Manager/Laytime Manager/Post Fixture Manager			
Job Role Description	<p>The Demurrage/Laytime/Post Fixture Manager strategies and ensures the timely issuance of invoices and collection of receivables and disbursements for payables in accordance to contractual obligations. He/She has a sound understanding of operational issues and their implications, allowing him/her to review, approve and handle disputes surrounding complex claims. He establishes risk management and standard operating procedures and ensures that these procedures are adhered to.</p> <p>He is adept at negotiations and has excellent analytical and problem-solving skills, with the ability to communicate with various stakeholders.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions		Key Tasks	
	Manage post fixture operations		Develop business unit plans to minimise and manage disputes or claims, and to improve the organisation's profit and cash flow	
			Monitor the targets achieved against key performance indicators for a team of post fixture executives	
			Ensure fixtures are concluded according to the proper interpretation of charter party clauses and shipping terms/practices	
			Resolve disputes and manage arbitration with clients, in consultation with defence or protection and indemnity (P&I) club, over post fixture issues	
			Analyse reports on voyage operations and post-fixture activities in order to identify operational and financial risks	
			Liaise with chartering and trading teams for pre-fixture negotiations	
	Oversee claims, billings and invoice processing		Verify accuracy of invoices, costs calculations and approve claims arising from voyage/contract execution	
			Approve revisions to demurrage claims for amounts that are beyond the limits of junior executives	
			Manage and settle voyage accounts, including timely receipt of freight, hire, claims and timely payment for port services and commissions	
			Work with charterers, operators, credit controllers, accountants to avoid overpayment, manage financial risks, and improve cash flow	
	Service client accounts		Establish and maintain a level of service on voyage execution to meet customer's expectations and maintain a loyal customer base	
			Maintain good external relations with brokers, agents, defence/P&I clubs, and internal relations with chartering, operations, crewing and legal departments	
	Manage business risk		Manage compliance to risk management frameworks, policies and processes	
Conduct data analysis to identify trends, patterns and associated risks				
Lead workflow improvements		Oversee implementation of workflow improvements to improve efficiency		
		Assess viability of workflow improvements		
Manage resource planning		Optimise utilisation of resources		
		Acquire and allocate resources to support post-fixture activities		
Skills & Competencies	Technical Skills & Competencies		Generic Skills and Competencies (Top 5)	
	Budgeting	Level 4	Creative Thinking	Advanced
	Business Data Analysis	Level 4	Problem Solving	Advanced
	Business Negotiation	Level 4	Sense Making	Advanced
	Cash Flow Reporting	Level 4	Transdisciplinary Thinking	Advanced
	Claims Processing	Level 4	Communication	Advanced
	Credit Risk Management	Level 4		
	Cyber Security	Level 3		
	Financial Analysis	Level 4		
	Financial Management	Level 4		
	Innovation	Level 4		
	Networking	Level 4		
	Organisational Strategy and Policy Realisation	Level 4		

	Resource Management	Level 4	
	Risk Compliance and Governance	Level 4	
	Risk Control and Response Planning	Level 4	
	Service Excellence	Level 4	
	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.