

**SKILLS FRAMEWORK FOR SEA TRANSPORT**

**SKILLS MAP - HEAD OF VESSEL OPERATIONS/DIRECTOR OF OPERATIONS**

<b>Sector</b>	Sea Transport			
<b>Track</b>	Shipping			
<b>Sub Track</b>	Shipping Operations			
<b>Occupation</b>	Vessel Operations Manager			
<b>Job Role</b>	<b>Head of Vessel Operations/Director of Operations</b>			
<b>Job Role Description</b>	<p>The Head of Vessel Operations/Director of Operations oversees a team of vessel managers/operators to plan, coordinate vessel and port operations while minimising cost and maintaining compliance to regulatory requirements. He/She develops departmental plans, manages business risks and works with chartering, crewing and technical management functions, among others, to improve voyage and port performance.</p> <p>He/She establishes systems and practices to encourage workflow improvements to enhance the business unit's productivity and is able to work independently.</p>			
<b>Critical Work Functions and Key Tasks</b>	<b>Critical Work Functions</b>		<b>Key Tasks</b>	
	Plan and execute shipping operations		Manage a team handling voyage and post fixture operations	
			Coordinate operations and vessel schedules with alliance and/or consortium partners for container liners	
			Review and ensure liner services are executed in accordance to service level agreements	
			Approve bunker management/procurement plans and provide technical guidance to vessel operators on fuel optimisation	
			Develop and implement standard operating procedures for voyage operations and post-fixture claims, in accordance with latest market practices and international laws and regulations	
			Monitor and review fleet performance against key performance indicators (KPIs) and targets to enhance voyage returns across a fleet of vessels	
			Co-develop vessel maintenance plans with technical and HSSEQ management functions to ensure vessels comply with internal guidelines, industry standards, international regulations	
			Co-develop chartering strategies and review vessel charter, time charter and contracts of affreightment (COA) terms with commercial departments	
	Plan and execute cargo/port operations		Coordinate tasks and assignments for port captains across an assigned region	
			Evaluate and approve panel of port service providers, comprising stevedores, agents, suppliers, towage, etc., that vessel operators may procure services from	
			Coordinate with terminal operators and stevedoring companies to plan and optimise cargo operations	
	Service client accounts		Develop and maintain the organisation's portfolio of clients	
			Foster and deepen relationships with clients	
Oversee complex dispute resolution arising from voyage operations with cargo owners, brokers and protection and indemnity (P&I)/defence clubs				
Manage business risks		Develop a framework and processes to manage business risk in shipping 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		
<b>Skills and Competencies</b>	<b>Technical Skills and Competencies</b>		<b>Generic Skills and Competencies (Top 5)</b>	
	Business Data Analysis	Level 5	Communication	Advanced
	Cyber Security	Level 3	Interpersonal Skills	Advanced
	Innovation	Level 5	Resource Management	Advanced
	Networking	Level 5	Developing People	Advanced
	Organisational Strategy and Policy Realisation	Level 5	Leadership	Advanced
	Resource Management	Level 4		
	Risk Compliance and Governance	Level 5		
	Risk Control and Response Planning	Level 5		
	Service Excellence	Level 5		
	Ship Operations	Level 5		

	Technology Integration	Level 4	
<b>Programme Listing</b>	For a list of Training Programmes available for the Sea Transport sector, please visit: <a href="http://www.skillsfuture.sg/skills-framework/sea-transport">www.skillsfuture.sg/skills-framework/sea-transport</a>		

The information contained in this document serves as a guide.