

SKILLS FRAMEWORK FOR SEA TRANSPORT SKILLS MAP –VESSEL OPERATIONS MANAGER				
Sector	Sea Transport			
Track	Shipping			
Sub Track	Shipping Operations			
Occupation	Vessel Operations Manager			
Job Role	Vessel Operations Manager			
Job Role Description	<p>The Vessel Operations Manager advises on safe and efficient vessel and port operations within the confines of regulatory requirements and/or industry practices. He/She analyses operational data to optimise voyage performance, reduce fuel consumption and turnaround times in ports across a fleet of vessels within a region.</p> <p>He is an excellent communicator, has strong problem-solving and analytical skills, and may be required to work irregular hours.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions		Key Tasks	
	Plan and execute shipping operations	Coordinate day-to-day operational activities for a fleet of vessels at sea		
		Plan and monitor vessel schedules across a fleet of vessels		
		Optimise voyage and weather routing for the assigned fleet of vessels		
		Review bunker utilisation and/or procurement plans to reduce bunker costs and waste		
		Review and audit demurrage, off-hire, speed performance, and third-party claims in accordance to contractual obligations		
		Analyse post-voyage operational metrics to improve performance of a fleet of vessels		
		Support the organisation's marine and technical superintendence and HSSEQ management functions in ensuring ship operations comply with internal procedures, industry standards and international regulations		
		Provide advice on the profitability of potential voyage charters (VC), time charters (TC) and/or contracts of affreightment (COA)		
	Plan and execute cargo/ port operations	Review load/discharge plans to ensure compliance with port requirements		
		Monitor cargo operations for a fleet of vessels in port to minimise their turnaround time		
		Review and propose alternative cargo/stowage plans to optimise capacity usage and reduce cargo/container handling fees		
		Identify and negotiate rates on stevedores, agents, suppliers, towage, etc. with port service providers		
		Manage and resolve discrepancies in cargo/port operations with advice from legal counsels and protection and indemnity (P&I) clubs		
		Finalise payments from pro-forma disbursement accounts for port services		
Service client accounts	Manage contracts with ship owners, cargo owners and brokers			
	Maintain and update fleet operational record systems and customer databases			
	Resolve claims and payment disputes arising from voyage operations with cargo owners, brokers and P&I/defence clubs			
	Maintain relationships with charterers, shipowners and other clients			
Manage business risks	Manage compliance to risk management frameworks, policies and processes			
	Conduct data analysis to identify trends and patterns of business-associated risk and recommend mitigation actions			
Lead improvements to enhance efficiency	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 operations			
Skills & Competencies	Technical Skills & Competencies		Generic Skills and Competencies (Top 5)	
	Business Data Analysis	Level 4	Communication	Advanced
	Cyber Security	Level 3	Interpersonal Skills	Advanced
	Financial Management	Level 4	Decision Making	Advanced
	Innovation	Level 4	Problem Solving	Intermediate
	Networking	Level 4	Sense Making	Intermediate

	Organisational Strategy and Policy Realisation	Level 4	
	Resource Management	Level 3	
	Risk Compliance and Governance	Level 4	
	Risk Control and Response Planning	Level 4	
	Service Excellence	Level 4	
	Ship Operations	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.