

SKILLS FRAMEWORK FOR WHOLESale TRADE SKILLS MAP - HEAD OF OPERATIONS		
Sector	Wholesale Trade	
Track	Operations, Procurement and Sourcing	
Occupation	Operations Manager	
Job Role	Head of Operations	
Job Role Description	<p>The Head of Operations drives the development of organisation policies that supports trade processes. He/She ensures trades performed are aligned with regulations and organisational guidelines. He guides the development of procedures that enables timely and safe handling and deployment of products.</p> <p>Armed with excellent stakeholder and team management skills, he is adept at maintaining strong relationships with stakeholders within and outside the organisation. Highly-driven and possessing a great attention to detail, he is expected to keep abreast of local and regional market developments and regulations that would have an impact on trade operations.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Manage trade documentation	Devise organisation contracts and documentation strategies to facilitate efficiency in trade transactions
		Drive development of organisation's guidelines on trade transaction reconciliations
		Devise organisation's trade documentation audit procedures to minimise operational risks
		Guide documentation processes with logistics providers to ensure safekeeping and delivery of organisation's products
	Facilitate deployment of products	Endorse organisation guidelines and remedial actions for receipt, handling and storage of products
		Formulate and strengthen relationships with logistic providers to facilitate receipt, handling and storage of products
		Devise organisation policies on deployment and tracking of products
		Lead collaboration with internal stakeholders to assess opportunities for improvement in business operations activities
		Formulate incident or crisis management plans to mitigate gaps identified in management of products
		Drive Workplace Safety and Health (WSH) activities to ensure organisational compliance to organisational and regulatory requirements
	Conduct dispute resolution	Formulate organisation procedures and legal guidelines to resolve trade disputes
		Lead collaboration efforts with other functional teams to communicate issue and/or queries resolution of buyers and sellers
		Drive collaboration with regulation and trade control functions to raise organisation's awareness on changing trade regulations
	Drive collaboration of human resource, technology, finance and continuous improvement initiatives	Lead department's financial budgeting process to acquire funds for department's activities
		Drive corporate governance measures
		Manage subordinates' professional and career development
		Manage department's recruitment and retention efforts
		Lead technology application to improve productivity and innovation
		Develop revised workplace technology approach for productivity improvement and innovation
Direct review and analysis of work outcomes to determine effectiveness of processes and procedures		
Formulate process solutions to innovate current work processes		

	Technical Skills & Competencies		Generic Skills & Competencies	
	Budgeting	Level 5	Decision Making	Advanced
Business Continuity Planning	Level 5	Leadership	Advanced	
Business Performance Management	Level 5	Communication	Advanced	
Business Planning	Level 5	Interpersonal Skills	Advanced	
Business Presentation Delivery	Level 5	Developing People	Advanced	
Cargo Issuance and Dispatch	Level 4			
Cargo Receipt and Inspection	Level 4			
Cargo Tracking System Administration	Level 4			
Change Management	Level 5			
Conflict Management	Level 5			
Continuous Improvement Management	Level 5			
Contract Development and Management	Level 5			
Customer Relationship Management	Level 5			
Data Mining and Modelling	Level 3			
Delivery Management	Level 4			
Effectiveness Management	Level 5			
Emergency Response Management	Level 4			
Enterprise Risk Management	Level 5			
Freight and Cargo Claim Administration	Level 4			
Hazards and Risk Identification and Management	Level 4			
Import and Export Documentation Administration	Level 4			
Innovation Management	Level 5			
International Trade Legislation Compliance	Level 4			
Inventory Control	Level 5			
Learning and Development	Level 5			
Manpower Planning	Level 5			
Operations Risk Management	Level 4			
Order Fulfilment Administration	Level 4			
Organisational Analysis	Level 5			
Quality Assurance Management	Level 5			
Resource Management	Level 5			
Service Excellence	Level 5			
Solutions Design Thinking	Level 5			
Stakeholder Management	Level 5			
Strategy Planning	Level 5			

Skills & Competencies

	Systems Thinking Application	Level 5		
	Technology Integration	Level 4		
	Vendor Management	Level 5		
Programme Listing	For a list of Training Programmes available for the Wholesale Trade sector, please visit www.skillsfuture.sg/skills-framework/wholesaletrade			

The information contained in this document serves as a guide.