



AIRPORT ENGINEERING MANAGER

Sector: **Transport and Logistics**

Job Family: **Airport Engineering**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Airport Engineering Manager is responsible for overseeing and managing engineering activities related to airport and airline operations. They provide leadership and technical expertise to ensure the efficient operation and maintenance of airport infrastructure and airline facilities. They collaborate with various stakeholders, including Engineers, Technicians, and external contractors, to plan and execute engineering projects, ensure compliance with safety and regulatory standards, and optimize the performance of airport and airline systems.

| Key Tasks |
|---|
| Coordinate with stakeholders to identify and address engineering needs and priorities. |
| Develop and implement engineering strategies and plans for airport and airline facilities. |
| Ensure compliance with safety regulations and industry standards in all engineering activities. |
| Manage engineering projects, including budgeting, scheduling, and resource allocation. |
| Monitor and evaluate the performance of airport and airline systems and recommend improvements. |
| Oversee the maintenance and repair of airport infrastructure. |
| Prepare and review reports, presentations, and documentation related to engineering activities. |
| Provide technical guidance and support to engineering staff and external contractors. |

| Core Skills | Level |
|----------------------------|----------|
| Collaboration and Teamwork | Advanced |
| Critical Thinking | Advanced |
| Empathy | Advanced |
| Initiative | Advanced |
| Numeracy | Advanced |
| Planning and Organizing | Advanced |

| Technical Skills |
|--|
| Airport Operations Systems and Equipment |
| Construction Management |
| Contract Negotiation |
| Environmental Regulations |
| Facility Management |
| Health and Safety Standards |
| Policy Development |
| Quality Assurance and Quality Control |
| Review Tender Documents |
| Risk Assessment |
| Stakeholder Management |
| Technical Drawing and Design |
| Technical Specifications |
| Stakeholder Management |



AIRPORT ENGINEERING SUPERVISOR

Sector: **Transport and Logistics**

Job Family: **Airport Engineering**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Airport Engineering Supervisor is responsible for supervising and coordinating engineering activities within airport and airline operations. They work closely with the Airport Engineering Manager to ensure the effective implementation of engineering projects and the maintenance of airport infrastructure and airline facilities. The Airport Engineering Supervisor provides technical guidance to the engineering team, monitors progress, and ensures compliance with safety and regulatory standards.

| Key Tasks |
|---|
| Assist in developing engineering plans and strategies for airport and airline facilities. |
| Collaborate with team members to address engineering challenges and resolve issues. |
| Conduct regular inspections and audits of airport infrastructure. |
| Coordinate with stakeholders to identify and address engineering needs and priorities. |
| Ensure compliance with safety regulations and industry standards. |
| Prepare reports and documentation related to engineering activities. |
| Provide technical guidance and support to engineering staff. |
| Supervise and allocate resources for engineering projects and monitor the progress and quality of engineering activities. |

| Core Skills | Level |
|----------------------------|--------------|
| Adaptability | Intermediate |
| Collaboration and Teamwork | Intermediate |
| Critical Thinking | Intermediate |
| Digital Literacy | Advanced |
| Initiative | Advanced |
| Problem Solving | Advanced |

| Technical Skills |
|--|
| Airport Operations Systems and Equipment |
| Construction Management |
| Developing Tender Documents |
| Environmental Regulations |
| Facility Management |
| Health and Safety Standards |
| Policy Development |
| Quality Assurance and Control |
| Risk Assessment |
| Stakeholder Management |
| Technical Drawing and Design |
| Technical Specifications |



AIRPORT ENGINEERING OFFICER

Sector: **Transport and Logistics**

Job Family: **Airport Engineering**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Airport Engineering Officer is responsible for providing support and assistance in engineering activities within airport and airline operations. They work under the supervision of the Airport Engineering Supervisor or Manager and contribute to the successful implementation of engineering projects and the maintenance of airport infrastructure and airline facilities. The Airport Engineering Officer performs technical tasks, conducts inspections, and ensures compliance with safety and regulatory standards.

| Key Tasks |
|---|
| Assist in documenting and reporting engineering activities. |
| Assist in implementing engineering plans and strategies for airport and airline facilities. |
| Carry out assigned technical tasks under supervision. |
| Collaborate with team members to address engineering issues and find solutions. |
| Conduct inspections and routine maintenance of airport infrastructure. |
| Follow safety regulations and industry standards in all engineering activities. |
| Maintain records and documentation related to engineering activities. |
| Support the coordination and execution of engineering projects. |

| Core Skills | Level |
|----------------------------|--------------|
| Adaptability | Basic |
| Collaboration and Teamwork | Basic |
| Critical Thinking | Basic |
| Digital Literacy | Intermediate |
| Initiative | Intermediate |
| Problem Solving | Basic |

| Technical Skills |
|--|
| Airport Operations Systems and Equipment |
| Construction Management |
| Developing and Drafting Tender Documents |
| Environmental Regulations |
| Facility Management |
| Health and Safety Standards |
| Quality Assurance and Control |
| Technical Drawing and Design |
| Technical Specifications |
| Vendor Management |



CATERING SERVICES AND OPERATIONS MANAGER

Sector: **Transport and Logistics**

Job Family: **Airport & Flight Catering Services**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Catering Services and Operations Manager leads and oversees airport and flight catering operations. They are responsible for managing the end-to-end catering process, from procurement to production and delivery, ensuring compliance with aviation regulations and maintaining high-quality standards. The role includes coordinating with clients to ensure precise adherence to their specifications, overseeing quality control measures, and implementing efficient inventory management strategies. They manage a team to handle food preparation, packaging, and delivery. The Catering Services and Operations Manager leads a team of catering staff and develops a collaborative and productive work environment.

Key Tasks

Collaborate with the menu planning team to develop menus that meet client preferences and dietary restrictions.

Coordinate with various departments, including logistics, kitchen, and service, to ensure seamless operations.

Develop and implement operational strategies and plans to optimize catering services and operations.

Implement quality control procedures to maintain high standards in food preparation and service.

Lead and inspire a team of operational staff, providing guidance, training, and performance feedback.

Maintain effective communication and coordination with stakeholders.

Monitor and analyze operational performance metrics, identifying areas for improvement and optimization.

Oversee budgeting, cost control, and procurement activities related to catering services and operations.

Core Skills

Level

| | |
|----------------------------|--------------|
| Collaboration and Teamwork | Intermediate |
| Critical Thinking | Intermediate |
| Digital Literacy | Intermediate |
| Empathy | Intermediate |
| Initiative | Intermediate |
| Planning and Organizing | Advanced |

Technical Skills

| |
|--------------------------------------|
| Budgeting and Cost Control |
| Catering Operations Management |
| Client Relationship Management |
| Contract Negotiation and Management |
| Food Safety and Hygiene Standards |
| Menu Planning and Development |
| Performance Measurement and Analysis |
| Procurement and Supplier Management |
| Regulatory Compliance |



SENIOR CATERING SERVICES OFFICER

Sector: **Transport and Logistics**

Job Family: **Airport & Flight Catering Services**

Regulator: **Ministry of Transportation and Telecommunications - Civil Aviation Affairs**

Licensing Requirements: **As per the Regulator requirements (Ministry of Transportation and Telecommunications - Civil Aviation Affairs)**

Job Description

The Senior Catering Services Officer coordinates catering services, conducts quality checks on in-flight meals, monitors food cart loading / unloading, addresses hygiene and quality gaps, ensures safety and security measures, mentors team members, and possesses necessary licenses and permits. They work in shifts to accommodate 24/7 flight operations.

| Key Tasks |
|--|
| Coordinate the administration of catering services, including overseeing the quality checks on in-flight meals and monitoring the loading and unloading of food carts. |
| Ensure compliance with all relevant regulations and standards set by the organization and aviation authorities. |
| Execute safety and security measures related to catering operations, maintaining a secure and safe food handling environment. |
| Facilitate work processes to address hygiene and quality gaps identified from audit findings, ensuring compliance with industry standards. |
| Possess knowledge of meal preparation and food safety practices to ensure the quality and safety of in-flight meals. |
| Serve as a mentor to team members, providing guidance and training to enhance their skills and knowledge in catering services. |
| Utilize a Class 3 Driving License and an Airfield Driving Permit to operate vehicles and transport food carts on the airport grounds. |

| Core Skills | Level |
|-------------------------|--------------|
| Adaptability | Intermediate |
| Communication | Advanced |
| Digital Literacy | Intermediate |
| Empathy | Intermediate |
| Planning and Organizing | Advanced |
| Problem Solving | Advanced |

| Technical Skills |
|--|
| Aircraft Turnaround Coordination |
| Airside Driving |
| Cabin Loading Activities |
| Food and Beverage Quality Audit and Assessment |
| Food and Beverage Safety, Hygiene, and Security |
| Ground Handling Services and Operations Management |
| Hazard and Risk Control and Policy Management |
| Kitchen Production Scheduling |
| Process Improvement and Optimization |
| Stakeholder Management |
| Technology Application |



CATERING SERVICES OFFICER

Sector: **Transport and Logistics**

Job Family: **Airport & Flight Catering Services**

Regulator: **Ministry of Transportation and Telecommunications - Civil Aviation Affairs**

Licensing Requirements: **As per the Regulator requirements (Ministry of Transportation and Telecommunications - Civil Aviation Affairs)**

Job Description

The Catering Services Officer administers catering services, including ingredient logistics, meal preparation, and meal delivery to aircraft. They are knowledgeable about housekeeping procedures and food safety standards. Shift work is required to accommodate 24/7 flight operations.

| Key Tasks |
|--|
| Administer catering services, including handling logistics to supply fresh ingredients, preparing in-flight meals, and delivering meals to aircraft. |
| Communicate and coordinate with other members of the catering team to ensure smooth and efficient meal preparation and delivery processes. |
| Ensure compliance with food safety standards and regulations to guarantee the safety and quality of in-flight meals. |
| Implement proper housekeeping procedures to maintain clean and organized food preparation areas and storage facilities. |
| Inspect flight kitchens to ensure compliance with safety, hygiene, and food disposal practices, maintaining food safety and quality standards. |
| Manage the logistics of ingredient supply and meal preparation, ensuring timely and efficient service to aircraft. |
| Utilize a Class 3 Driving License and an Airfield Driving Permit to operate vehicles and transport food carts for catering services. |

| Core Skills | Level |
|----------------------------|--------------|
| Adaptability | Intermediate |
| Collaboration and Teamwork | Intermediate |
| Communication | Intermediate |
| Empathy | Intermediate |
| Initiative | Intermediate |
| Problem Solving | Intermediate |

| Technical Skills |
|---|
| Aircraft Turnaround Coordination |
| Airside Driving |
| Cabin Loading Activities |
| Food and Beverage Safety, Hygiene, and Security |
| Food Waste Management |
| Ground Handling Services and Operations Management |
| Hazard and Risk Control and Policy Management |
| International Air Transport Association Safety Audit for Ground Operations Implementation |
| Kitchen Production Scheduling |
| Process Improvement and Optimization |
| Stakeholder Management |
| Technology Application |



CATERING AIRLINE KEY ACCOUNT MANAGER

Sector: **Transport and Logistics**

Job Family: **Airport & Flight Catering Services**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Catering Airline Key Account Manager manages relationships with airline clients, coordinates catering services, and ensures client satisfaction. They analyze performance, identify growth opportunities, negotiate contracts, and prioritize health and safety compliance.

| Key Tasks |
|---|
| Analyze service performance, identify areas of improvement, and implement strategies to enhance client satisfaction, including health and safety protocols. |
| Identify new business opportunities while considering health and safety implications. |
| Negotiate and renew contracts with airline clients, ensuring mutually beneficial terms and conditions that include health and safety considerations. |
| Serve as the main point of contact for airline clients, addressing inquiries, coordinating services and resolving issues. |
| Understand specific catering requirements, customize menus and ensure timely delivery of services while prioritizing health and safety standards. |

| Core Skills | Level |
|----------------------------|--------------|
| Adaptability | Intermediate |
| Communication | Intermediate |
| Digital Literacy | Advanced |
| Collaboration and Teamwork | Intermediate |
| Planning and Organizing | Intermediate |
| Problem Solving | Intermediate |

| Technical Skills |
|---|
| Account Management and Sales |
| Client Relationship Management |
| Contract Management and Renewal |
| Customer Service and Satisfaction |
| Health, Safety and Environment Compliance |
| Industry Knowledge and Market Trends |
| Menu Customization and Planning |
| Service Performance Analysis |
| Reporting and Data Analysis |



CATERING LOGISTICS MANAGER

Sector: **Transport and Logistics**

Job Family: **Airport & Flight Catering Services**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Catering Logistics Manager is responsible for coordinating and optimizing the logistical aspects of catering services. This includes managing inventory, overseeing transportation logistics, and ensuring timely and accurate delivery of catering supplies to aircraft. The Catering Logistics Manager collaborates with internal teams and external stakeholders to streamline processes, minimize disruptions, and maintain a high standard of service.

| Key Tasks |
|---|
| Collaborate with the catering operations team to forecast demand and plan procurement activities. |
| Coordinate with suppliers and vendors to ensure timely delivery of catering supplies. |
| Develop and implement logistics strategies and plans to support catering operations. |
| Ensure compliance with regulatory requirements related to transportation and handling of catering supplies. |
| Implement systems to track and monitor inventory levels, including stock rotation and expiration dates. |
| Maintain effective communication and coordination with internal stakeholders. |
| Manage inventory levels, storage, and distribution of catering materials and equipment. |
| Monitor and optimize transportation routes and schedules for efficient logistics operations. |

| Core Skills | Level |
|----------------------------|--------------|
| Building Inclusivity | Intermediate |
| Collaboration and Teamwork | Advanced |
| Communication | Advanced |
| Critical Thinking | Advanced |
| Empathy | Intermediate |
| Planning and Organizing | Intermediate |

| Technical Skills |
|----------------------------------|
| Inventory Control and Management |
| Performance Measurement |
| Procurement Management |
| Regulatory Compliance |
| Stakeholder Management |
| Strategic Management |
| Supply Chain Management |
| Transportation and Distribution |



EQUIPMENT STORE OFFICER

Sector: **Transport and Logistics**

Job Family: **Airport & Flight Catering Services**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Equipment Store Officer provides administrative support and assists in managing inventory, supplies, and documentation for commissary operations in Airport & Flight Catering Services. They prioritize health and safety measures, ensuring proper storage, handling, and labeling of supplies, and maintaining cleanliness and sanitation standards in the commissary.

| Key Tasks |
|---|
| Assist in ensuring compliance with safety and security regulations in the equipment store. |
| Assist in managing inventory levels and stock control of catering equipment and supplies. |
| Assist in training store staff on equipment handling and maintenance procedures. |
| Collaborate with procurement to source and procure equipment and supplies. |
| Conduct regular inspections and audits to maintain equipment quality and functionality. |
| Coordinate with other departments to forecast equipment requirements and ensure availability. |
| Maintain accurate records of inventory, stock movement, and equipment maintenance. |
| Provide support in coordinating the distribution of equipment to meet operational needs. |

| Core Skills | Level |
|----------------------------|--------------|
| Adaptability | Intermediate |
| Collaboration and Teamwork | Intermediate |
| Communication | Intermediate |
| Literacy | Basic |
| Planning and Organizing | Intermediate |
| Problem Solving | Intermediate |

| Technical Skills |
|---|
| Data Entry and Reporting |
| Equipment Handling and Maintenance |
| Health, Safety and Environment Compliance |
| Inventory Control and Management |
| Procurement and Supplier Management |
| Record-Keeping and Documentation |
| Safety and Security Regulations |
| Staff Training and Development |



CHEF AIRCRAFT CATERING EXECUTIVE

Sector: **Transport and Logistics**

Job Family: **Airport & Flight Catering Services**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Chef Aircraft Catering Executive is responsible for overseeing the culinary aspects of catering services, ensuring the highest standards of food quality and presentation. This includes menu development, recipe creation, and leading a team of culinary professionals in food preparation and presentation. The Chef Aircraft Catering Executive collaborates closely with clients to understand and meet their specific culinary preferences and dietary requirements and has a strong culinary background, and leadership skills.

| Key Tasks |
|--|
| Adhere to cost control measures and budget guidelines while maintaining food quality. |
| Collaborate with suppliers to source high-quality ingredients and manage inventory levels. |
| Ensure compliance with food safety and hygiene regulations during food preparation and service. |
| Manage kitchen operations, including equipment maintenance, cleanliness, and organization. |
| Monitor food quality, presentation, and taste to maintain high culinary standards. |
| Plan and develop menus that meet airline and passenger preferences, dietary restrictions, and quality standards. |
| Supervise and coordinate kitchen staff, including chefs, cooks, and food preparation personnel. |
| Train and develop kitchen staff to enhance their culinary skills and knowledge. |

| Core Skills | Level |
|----------------------------|--------------|
| Adaptability | Intermediate |
| Collaboration and Teamwork | Advanced |
| Communication | Intermediate |
| Planning and Organizing | Advanced |
| Problem Solving | Intermediate |

| Technical Skills |
|---|
| Budgeting and Cost Control |
| Food Preparation and Cooking Techniques |
| Food Safety and Sanitation |
| Health, Safety and Environment Compliance |
| Ingredient Sourcing and Quality Control |
| Kitchen Operations Management |
| Menu Engineering and Costing |
| Staff Training |



SENIOR COOK

Sector: **Transport and Logistics**

Job Family: **Airport & Flight Catering Services**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Senior Cook oversees food preparation and ensures the smooth functioning of culinary operations in Airport & Flight Catering Services. They lead a team, maintain quality standards, and manage inventory and kitchen operations while prioritizing health and safety measures. They implement proper food handling, storage, and sanitation practices, conduct regular safety training sessions, and enforce compliance with health and safety regulations.

| Key Tasks |
|--|
| Conduct regular safety training sessions, including food safety, fire safety, and emergency response, and enforce compliance with health and safety regulations. |
| Lead and train a team of Cooks and kitchen staff, emphasizing proper food handling, hygiene practices, and safety measures. |
| Manage inventory, including stock rotation, storage, and ordering, while considering health and safety requirements. |
| Monitor and maintain kitchen equipment, ensuring functionality and safety, while following maintenance schedules and guidelines. |
| Supervise and coordinate food preparation activities, ensuring adherence to recipes, portion control, and quality standards, while prioritizing health and safety protocols. |

| Core Skills | Level |
|----------------------------|--------------|
| Adaptability | Intermediate |
| Collaboration and Teamwork | Intermediate |
| Communication | Intermediate |
| Initiative | Intermediate |
| Planning and Organizing | Intermediate |
| Problem Solving | Intermediate |

| Technical Skills |
|--|
| Culinary Creativity and Innovation |
| Culinary Techniques and Food Preparation |
| Equipment Maintenance and Safety |
| Food Safety and Sanitation |
| Inventory Management |
| Kitchen Organization and Workflow |
| Knowledge of Health and Safety Regulations |
| Menu Adaptation for Dietary Restrictions |
| Menu Costing and Portion Control |
| Menu Execution and Quality Control |
| Staff Training |



CHIEF AVIATION SECURITY OFFICER

Sector: **Transport and Logistics**

Job Family: **Airport Security**

Regulator: **Ministry of Transportation and Telecommunications - Civil Aviation Affairs**

Licensing Requirements: **As per the Regulator requirements (Ministry of Transportation and Telecommunications - Civil Aviation Affairs)**

Job Description

The Chief Aviation Security Officer is responsible for overseeing and managing all security operations within the airport environment. They hold an Aviation Security Professional Management, Aviation Security Instructor and Aviation Security Inspector credentials. They are responsible for developing the Aviation Security Program and implementing security policies, procedures, and contributing to the National Civil Aviation Security program to ensure the safety and security of passengers, employees, and airport assets. The Chief Aviation Security Officer should have in depth knowledge in the Aviation Security Service statutory and rules framework, in particular the Civil Aviation Act and pursuant regulations, Civil Aviation Authority rules, National Aviation Security Program and International Civil Aviation Organization requirements. They should collaborate with various stakeholders, including law enforcement agencies, airport personnel, and security service providers, to establish effective security measures and respond to security incidents. All prerequisites, credentials, required training programs and years of experience are defined in the National Civil Aviation Training Department for all jobs in the Aviation Security framework.

| Key Tasks |
|---|
| Collaborate with stakeholders to ensure compliance with security regulations and standards. |
| Conduct risk assessments and implement appropriate security measures. |
| Conduct security audits and inspections to identify vulnerabilities and areas for improvement. |
| Develop and deliver security training programs for airport personnel. |
| Develop and implement comprehensive security strategies, policies, and procedures for the Aviation Security Program. |
| Establish and maintain effective relationships with law enforcement agencies and security service providers. |
| Monitor security operations and respond to security incidents. |
| Oversee the implementation of access control systems and security screening procedures as defined in the National Civil Aviation Security Program of the state and International Civil Aviation Organization. |
| Provide leadership and guidance to the security team. |

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Advanced |
| Digital Literacy | Advanced |
| Empathy | Advanced |
| Numeracy | Intermediate |

| Technical Skills |
|--|
| Crisis and Threat Management |
| Emergency Response and Risk Assessment and Management |
| Stakeholder Management |
| Knowledge in Security Regulations and Procedures, Security Screening Procedures and Technologies |



| | |
|-------------------------|----------|
| Planning and Organizing | Advanced |
| Problem Solving | Advanced |

| |
|---|
| Knowledge of International Civil Aviation Organization Requirements and Security Training and Development Manuals |
| Training and Development |



AVIATION SECURITY SUPERVISOR

Sector: **Transport and Logistics**

Job Family: **Airport Security**

Regulator: **Ministry of Transportation and Telecommunications - Civil Aviation Affairs**

Licensing Requirements: **As per the Regulator requirements (Ministry of Transportation and Telecommunications - Civil Aviation Affairs)**

Job Description

The Aviation Security Supervisor is responsible for supervising and coordinating security operations within the airport environment. They ensure compliance with security policies, procedures, and regulations to maintain a safe and secure environment for passengers, employees, and airport assets. The Aviation Security Supervisor provides guidance and support to Security Officers, monitors security activities, and responds to security incidents as necessary. They have competent working knowledge of the Aviation Security Service Statutory Rules Framework, in particular the Civil Aviation Act and pursuant regulations, Civil Aviation Authority rules, National Aviation Security Program and International Civil Aviation Organization requirements. All prerequisites, credentials, required training programs and years of experience are defined in the National Civil Aviation Training Department for all jobs in the Aviation Security framework.

| Key Tasks |
|--|
| Collaborate with airport stakeholders and law enforcement agencies on security-related matters. |
| Conduct inspections and patrols to identify security vulnerabilities and breaches. |
| Conduct investigations into security incidents and prepare incident reports. |
| Implement and enforce access control measures and security screening procedures. |
| Maintain accurate records and documentation of security incidents and activities. |
| Monitor security activities to ensure compliance with security policies and procedures. |
| Provide guidance and training to Security Officers as defined in the National Civil Aviation Training Program. |
| Respond to and manage security incidents, emergencies, and alarms. |
| Supervise and allocate resources for security operations. |

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Intermediate |
| Communication | Advanced |
| Critical Thinking | Advanced |
| Empathy | Intermediate |
| Planning and Organizing | Intermediate |
| Problem Solving | Advanced |

| Technical Skills |
|--|
| Emergency Response and Risk / Contingency Planning |
| Incident Management |
| Access Control Systems and Airport Security Demarcations |
| International Civil Aviation Organization Requirements and Security Training and Development Manuals |
| Security Regulations and Procedures, Security Screening Procedures and Technologies |
| Threat Identification and Assessment |
| Training and Development |



AVIATION SECURITY OFFICER

Sector: **Transport and Logistics**

Job Family: **Airport Security**

Regulator: **Ministry of Transportation and Telecommunications - Civil Aviation Affairs**

Licensing Requirements: **As per the Regulator requirements (Ministry of Transportation and Telecommunications - Civil Aviation Affairs)**

Job Description

The Aviation Security Officer is responsible for maintaining a safe and secure environment within the airport premises. They enforce security policies, procedures, and regulations as defined in the Aviation Security Program to protect passengers, employees, and airport assets from potential threats. The Aviation Security Officer conducts patrols, monitors surveillance systems, assist in the deployment of security screenings control posts, and responds to security incidents as required. This role reflects the exceptional customer service skills required to ensure that passengers have a safe and efficient passage within an efficient and friendly environment. All prerequisites, credentials, required training programs and years of experience are defined in the National Civil Aviation Training Department for all jobs in the Aviation Security framework.

| Key Tasks |
|---|
| Collaborate with other security personnel and stakeholders to maintain a coordinated security approach. |
| Conduct patrols of assigned areas to deter and detect security breaches and escort vehicles and persons in operational areas when required. |
| Control access to restricted areas and verify the credentials of individuals entering those areas. |
| Enforce security policies, procedures, and regulations to ensure compliance with the Aviation Security Program. |
| Maintain accurate and detailed records of security activities, incidents, and reports. |
| Monitor surveillance systems to identify suspicious activities or potential threats. |
| Perform security screenings of passengers, baggage, and cargo in accordance with established procedures. |
| Provide assistance and guidance to airport staff and passengers regarding security procedures and requirements. |
| Respond to and report security incidents, emergencies, and alarms. |

| Core Skills | Level |
|----------------------------|--------------|
| Adaptability | Basic |
| Collaboration and Teamwork | Basic |
| Communication | Intermediate |
| Critical Thinking | Intermediate |
| Initiative | Intermediate |
| Problem Solving | Intermediate |

| Technical Skills |
|--|
| Customer Service |
| Emergency Response |
| Incident Reporting and Documentation |
| Knowledge of Access Control Systems and Airport Security Demarcations |
| Knowledge of Security Regulations and Procedures, Security Screening Procedures and Technologies |
| Threat Identification and Assessment |



PASSENGER SERVICES MANAGER

Sector: **Transport and Logistics**

Job Family: **Airport Ground Handling**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Passenger Services Manager is responsible for collaborating with stakeholders to develop strategies aimed at improving customer service standards. They drive continuous improvement and business development initiatives by recommending new products and services based on customer needs. They lead the development of Standard Operating Procedures (SOPs) and systems to enhance customer satisfaction, mitigate safety and/or security risks, and oversee adherence to safety and /or security standards. They also develop the team's technical capabilities and maintain positive morale within the teams.

| Key Tasks |
|--|
| Address complaints and key concerns from passengers and staff. |
| Analyze customers' needs to modify products and services and make recommendations. |
| Develop partnerships with airport agencies, authorities, customers, and /or vendors. |
| Develop staff through capability development and coaching. |
| Lead change management in the organization. |
| Lead continuous improvement projects to improve safety and security in the workplace, identify safety and security risks and develop plans to mitigate identified risks. |
| Propose initiatives to enhance productivity and innovation. |
| Work with a diverse group of stakeholders to meet the needs of multicultural audiences. |

| Core Skills | Level |
|-------------------------|----------|
| Building Inclusivity | Advanced |
| Empathy | Advanced |
| Numeracy | Advanced |
| Planning and Organizing | Advanced |

| Technical Skills |
|---|
| Accident and Incident Response Management |
| Business Development |
| Business Negotiation |
| Change Management |
| Crisis Communication and Media Management |
| Customer Relationship and Stakeholder Relationship Management |
| Dangerous Goods Management |
| Financial Planning and Budget Management |
| Ground Handling Services and Operations Management |
| Hazard and Risk Control and Policy Management |
| Service Branding and Coaching |



PASSENGER SERVICES SUPERVISOR

Sector: **Transport and Logistics**

Job Family: **Airport Ground Handling**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Passenger Services Supervisor is responsible for ensuring that passenger services operations meet the required service level standards. This includes working closely with other departments to resolve complex customer issues, conducting regular safety and security checks, and acting as a mentor to team members. The Passenger Services Supervisor is also responsible for resolving team conflicts and disputes. They have a thorough understanding of airport and airline check-in requirements, operating standards, and baggage handling systems. The Passenger Services Supervisor acts as a service ambassador for the organization, working in shifts to accommodate round-the-clock flight arrivals and departures, and is skilled in communication, customer service, and people management.

| Key Tasks |
|--|
| Carry out safety checks in the workplace and investigate root causes of breaches in safety and security standards. |
| Develop day-to-day manpower plans and coordinate underutilized resources for the deployment of agents and officers. |
| Enforce compliance of safety and security standards in the workplace. |
| Handle and resolve dissatisfied customers and / or passengers at the counters, gates or in the aircraft below door closures. |
| Manage staff conflicts, grievances, and disputes. |
| Provide assistance to passengers with flight connections. |
| Provide on-the-job training to enhance capabilities of team members and direct reports. |
| Recommend improvements and new processes to enhance customer services. |

| Core Skills | Level |
|----------------------------|--------------|
| Adaptability | Intermediate |
| Building Inclusivity | Intermediate |
| Collaboration and Teamwork | Intermediate |
| Communication | Intermediate |
| Planning and Organizing | Intermediate |
| Problem Solving | Intermediate |

| Technical Skills |
|---|
| Accident and Incident Response Management |
| Behavioral Analysis and Predictive Screening |
| Customer and Passenger Handling Care |
| Dangerous Goods Management |
| Flight Check-in Operations |
| Ground Handling Services and Operations Management |
| Hazard and Risk Control and Policy Management |
| Human Factors Management |
| International Air Transport Association Safety Audit for Ground Operations Implementation |

National Occupational Standard Code: [SBTRL04-002V01]



| |
|--|
| Learning and Development to Support Process Improvement and Optimization |
| Standard Operating Procedures Development |
| Technology Application |



CUSTOMER SERVICES SENIOR OFFICER

Sector: **Transport and Logistics**

Job Family: **Airport Ground Handling**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Customer Services Senior Officer oversees and manages Customer Service Officer(s), providing customer experience to passengers before, during and after their travel experience. They coordinate with other departments for issue resolution. Their role demands flexibility in work hours, and exceptional customer service acumen. They also play a role in developing new processes and procedures to improve the customer experience.

Key Tasks

Address intricate customer requests, especially related to automated check-in systems and irregular flight operations.

Confirm compliance of all travel documents with necessary standards.

Find gaps for improvement and have knowledge of end-to-end processes.

Offer specialized services at first-class and premium check-in counters.

Train and mentor team members, ensuring adherence to best practices.

Uphold and communicate safety and security standards, and act on any discrepancies.

| Core Skills | Level |
|----------------------------|--------------|
| Adaptability | Intermediate |
| Building Inclusivity | Intermediate |
| Collaboration and Teamwork | Intermediate |
| Communication | Intermediate |
| Planning and Organizing | Intermediate |
| Problem Solving | Intermediate |

| Technical Skills |
|---|
| Accident and Incident Response Management |
| Baggage Services Management |
| Behavioral Analysis and Predictive Screening |
| Customer Relationship Management |
| Dangerous Goods Management |
| Emergency Response Planning |
| Ground Handling Services and Operations Management |
| Hazard and Risk Control and Policy Management |
| Human Factors Management |
| Innovation Management |
| International Air Transport Association Safety Audit for Ground Operations Implementation |
| Process Improvement and Optimisation |



CUSTOMER SERVICES OFFICER

Sector: **Transport and Logistics**

Job Family: **Airport Ground Handling**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Customer Services Officer is an essential frontline representative, providing customer experience to passengers before, during and after their travel experience. Their role extends to addressing passenger concerns, especially those relating to flight operations and the use of automated check-in systems. A keen sense of customer service, effective communication, and adeptness in handling passengers with special needs are core traits of the role.

| Key Tasks |
|--|
| Address and resolve issues related to flight operations. |
| Ensure accurate matching of travel documents to passenger details. |
| Examine and process travel documentation. |
| Extend support to passengers with special needs. |
| Manage and address challenges related to automated check-in systems. |
| Manage flight-related requests, such as seating, meals and extra luggage payments. |
| Offer assistance and services at check-in counters. |
| Show awareness of regulations, stay vigilant, identify and report safety or security breaches. |

| Core Skills | Level |
|----------------------------|--------------|
| Adaptability | Basic |
| Collaboration and Teamwork | Basic |
| Communication | Intermediate |
| Digital Literacy | Basic |
| Empathy | Basic |
| Problem Solving | Basic |

| Technical Skills |
|--|
| Guidelines Proficiency and Application |
| Baggage Services Management |
| Behavioral Analysis and Predictive Screening |
| Customer and Passenger Handling and Care |
| Customer Service Delivery |
| Dangerous Goods Management |
| Ground Handling Services and Operations Management |
| Hazard and Risk Control and Policy Management |
| International Air Transport Association (IATA) Safety Audit for Ground Operations Implementation |
| Process Improvement and Optimization |
| Service Branding and Coaching |



BAGGAGE SERVICES MANAGER

Sector: **Transport and Logistics**

Job Family: **Airport Ground Handling**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Baggage Services Manager is responsible for overseeing and managing the baggage services operations with a focus on up-to-date Standard Operating Procedures (SOPs). They are responsible for ensuring efficient and effective handling of baggage, and maintaining high standards of customer service. They oversee a team of baggage service representatives, keeping an eye on performance indicators, and work with other departments to enhance the procedures used to handle bags.

| Key Tasks |
|---|
| Adapt to technology and regulatory changes impacting baggage functions. |
| Address baggage discrepancies through insightful reviews and action plans. |
| Address staff concerns affecting morale and performance. |
| Develop systems underpinning safety and security protocol adherence. |
| Formulate and refine Standard Operating Procedures (SOPs) for baggage operations. |
| Minimize baggage discrepancies. |
| Minimize financial implications of baggage-related lapses. |
| Pinpoint and strategize around safety / security vulnerabilities. |

| Core Skills | Level |
|-------------------------|--------------|
| Communication | Advanced |
| Critical Thinking | Advanced |
| Numeracy | Intermediate |
| Planning and Organizing | Advanced |
| Problem Solving | Advanced |

| Technical Skills |
|--|
| Baggage Handling Operations |
| Baggage Lost and Found Operations |
| Change Management |
| Financial Planning and Budget Management |
| Ground Handling Services and Operations Management |
| Hazard and Risk Control and Policy Management |
| Human Factors Management and Human-Robot Collaboration |
| Innovation Management and Service Innovation |
| Process Improvement and Optimization |
| Stakeholder Management |
| Standard Operating Procedures Development |



BAGGAGE SERVICES SUPERVISOR

Sector: **Transport and Logistics**

Job Family: **Airport Ground Handling**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Baggage Services Supervisor plays a critical role in ensuring baggage operations align with Standard Operating Procedures (SOPs). They handle operational disruptions swiftly, ensuring timely baggage dispatch. In-depth investigations into any operational discrepancies and close collaboration with other departments are central to their role, especially when addressing cases of delayed, misplaced, or damaged luggage. They are responsible of upholding safety and security measures, mentoring the team, and handling customer complaints. They are required to work shifts.

| Key Tasks |
|---|
| Address operational issues in baggage handling discrepancies. |
| Collaborate with different departments to resolve baggage handling setbacks. |
| Complete and finalize shift report. |
| Ensure manual procedure is in place for baggage handling. |
| Inspect and ensure baggage equipment and ground service equipment including scanners operate optimally. |
| Monitor and maintain baggage handling standards and Standard Operating Procedures (SOPs). |
| Oversee interline baggage to guarantee accurate aircraft transfers. |
| Uphold safety and security through regular checks and address breaches. |

| Core Skills | Level |
|----------------------------|--------------|
| Adaptability | Intermediate |
| Collaboration and Teamwork | Intermediate |
| Communication | Basic |
| Digital Literacy | Intermediate |
| Initiative | Intermediate |
| Planning and Organizing | Intermediate |

| Technical Skills |
|---|
| Accident and Incident Response Management |
| Airside Driving and Aircraft Turnaround Coordination |
| Baggage Handling Operations and Management |
| Baggage Lost and Found Operations |
| Dangerous Goods Management and Human-Robot Collaboration |
| Hazard and Risk Control and Policy Management |
| Human Factors Management |
| International Air Transport Association Safety Audit for Ground Operations Implementation |
| Safety and Security Systems |
| Standard Operating Procedures Development |
| Technology Application |



LOAD CONTROL SERVICES MANAGER

Sector: **Transport and Logistics**

Job Family: **Airport Ground Handling**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Load Control Services Manager is responsible for driving collaborative efforts with other departments and airlines to enhance load control operational standards. This includes exploring new technologies for calculating load limits, distribution, flight performance data, and leading the development of Standard Operating Procedures (SOPs) to mitigate safety and security risks. The Load Control Services Manager also focuses on team development, maintaining positive morale, and enhancing technical capabilities.

| Key Tasks |
|---|
| Collaborate with other departments and airlines to streamline inter-departmental procedures on load control operations. |
| Determine feasibility of new procedures on load control operations. |
| Develop staff through training courses, mentoring and coaching. |
| Establish Standard Operating Procedures (SOPs). |
| Identify safety and / or security risks and develop plans to mitigate identified risks. |
| Implement enhancements for calculating load limits and distribution. |
| Lead continuous improvement projects to improve safety and / or security in the workplace. |
| Propose initiatives to enhance productivity and innovation. |

| Core Skills | Level |
|----------------------|----------|
| Building Inclusivity | Advanced |
| Problem Solving | Advanced |
| Empathy | Advanced |
| Critical Thinking | Advanced |

| Technical Skills |
|---|
| Business Development and Negotiation |
| Change Management |
| Crisis Communication and Media Management |
| Customer Relationship Management |
| Dangerous Goods Management |
| Financial Planning and Budget Management |
| Flight Performance Data Calculation |
| Ground Handling Services and Operations Management |
| Hazard and Risk Control and Policy Management |
| Human Factors Management |
| Human-Robot Collaboration |
| International Air Transport Association Safety Audit for Ground Operations Implementation |



LOAD CONTROL SERVICES SUPERVISOR

Sector: **Transport and Logistics**

Job Family: **Airport Ground Handling**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Load Control Services Supervisor is responsible for overseeing load control operations, ensuring the accuracy of calculations for aircraft load, balance, control, and the timely delivery of load sheets. They are involved in conducting quality assurance checks, developing load limits and distribution plans in accordance with Standard Operating Procedures (SOPs), and investigating and rectifying issues encountered during operations.

| Key Tasks |
|--|
| Act as a mentor to team members and / or direct reports, provide on-the-job training, coaching, and feedback, manage staff conflicts, grievances, and disputes, and finalize performance data documentation. |
| Conduct safety and / or security checks in the workplace and enforce compliance of safety and/or security standards. |
| Determine manpower needs and deploy manpower for load control operations. |
| Develop load limits and distribution plans in line with Standard Operating Procedures (SOPs). |
| Investigate root causes of breaches in safety and / or security standards and resolve issues encountered during load control operations. |
| Oversee load and balance measurements operations to ensure timely delivery of load sheets and conduct Quality Assurance (QA) checks on these measurements. |
| Review and sign off on load distribution documentation of cargo or baggage on aircraft. |
| Review calculations of aircraft load, balance, control, center of gravity for accuracy and make necessary amendments to load sheets. |

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Advanced |
| Communication | Advanced |
| Empathy | Intermediate |
| Numeracy | Intermediate |
| Planning and Organizing | Advanced |
| Problem Solving | Intermediate |

| Technical Skills |
|---|
| Accident and Incident Response Management |
| Aircraft Load Planning |
| Aircraft Turnaround Coordination |
| Aircraft Weight and Balance Calculation |
| Dangerous Goods Management |
| Flight Performance Data Calculation |
| Ground Handling Services and Operations Management |
| Hazard and Risk Control and Policy Management |
| Human Factors Management |
| International Air Transport Association Safety Audit for Ground Operations Implementation |



LOAD CONTROL SENIOR OFFICER

Sector: **Transport and Logistics**

Job Family: **Airport Ground Handling**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Load Control Senior Officer is responsible for calculating aircraft weight, balance, and control of aircraft to determine load limits and performance data for takeoff, descent, and landing. This role involves analyzing aircraft types and flight conditions to determine load limits, preparing load planning documentation, and performing checks on performance data documentation. They ensure team safety and security, reporting any breaches, and escalating any issues such as weight discrepancies to higher authorities.

| Key Tasks |
|--|
| Assist the Load Control Services Supervisor to determine manpower needs and deploy manpower for load control operations. |
| Calculate aircraft operating and passenger load limits by aircraft type, including balance and control for departing aircraft. |
| Determine available payload and load distribution based on conditions affecting flight during air operations. |
| Escalate reports of breaches in safety and / or security standards to relevant authorities. |
| Interpret and follow safety and / or security standards for teams in the workplace. |
| Prepare monthly advance reports to management capturing load data. |
| Prepare load sheets using flight performance and load planning data for aircraft. |
| Review and sign off on load distribution documentation of cargo or baggage on aircraft. |

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Advanced |
| Communication | Intermediate |
| Initiative | Intermediate |
| Numeracy | Intermediate |
| Planning and Organizing | Advanced |
| Problem Solving | Intermediate |

| Technical Skills |
|--|
| Accident and Incident Response Management |
| Aircraft Load Planning |
| Aircraft Turnaround Coordination |
| Aircraft Weight and Balance Calculation |
| Dangerous Goods Management |
| Flight Performance Data Calculation |
| Ground Handling Services and Operations Management |
| Hazard and Risk Control and Policy Management |
| Human Factors Management |
| International Air Transport Association (IATA) Safety Audit for Ground Operations Implementation |



LOAD CONTROL OFFICER

Sector: **Transport and Logistics**

Job Family: **Airport Ground Handling**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

A Load Control Officer is responsible for performing calculations related to aircraft load, balance, and control. This role involves troubleshooting issues, identifying potential constraints or dangerous goods, and assisting Officers and flight crew in acquiring flight performance data. They are also responsible for preparing relevant paperwork and ensuring compliance with safety and security standards. They work in shifts to accommodate round-the-clock flight arrivals and departures.

| Key Tasks |
|--|
| Assist officers and flight crew in acquiring flight performance data. |
| Calculate aircraft load, balance, and control. |
| Ensure compliance with safety, security standards and reporting breaches. |
| Identify potential constraints and dangerous goods in load planning activities. |
| Prepare load sheets using flight performance and load planning data. |
| Prepare performance data documentation for review. |
| Support officers in calculating aircraft performance data for takeoff, descent, and landing. |
| Troubleshoot issues during load control operations. |

| Core Skills | Level |
|----------------------------|--------------|
| Adaptability | Basic |
| Collaboration and Teamwork | Basic |
| Communication | Intermediate |
| Numeracy | Intermediate |
| Planning and Organizing | Intermediate |
| Problem Solving | Basic |

| Technical Skills |
|--|
| Accident and Incident Response Management |
| Aircraft Load Planning |
| Aircraft Weight and Balance Calculation |
| Dangerous Goods Management |
| Flight Performance Data Calculation |
| Ground Handling Services and Operations Management |
| Hazard and Risk Control and Policy Management |



CARGO OPERATIONS MANAGER

Sector: **Transport and Logistics**

Job Family: **Airport Ground Handling**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Cargo Operations Manager oversees air cargo and warehouse operations, focusing on improving efficiency. They develop strategies, implement continuous improvement initiatives, and create Standard Operating Procedures (SOPs). The Cargo Operations Manager ensures adherence to safety and security standards, handles hazardous materials incidents, and fosters team morale.

| Key Tasks |
|--|
| Act as the point of contact to facilitate operational requirements for flight operations. |
| Address complaints and concerns impacting staff morale and performance. |
| Develop and review contingency plans in response to feedback from stakeholders. |
| Develop partnerships with airport agencies, authorities, customers, and vendors. |
| Develop, implement and enhance systems to monitor adherence to safety and security standards. |
| Identify safety and security risks and formulate plans to mitigate these risks. |
| Lead change management initiatives within the organization and propose initiatives to enhance productivity and innovation. |
| Manage aircraft data systems and propose changes to enhance flight control operations. |
| Negotiate with airlines for cargo space, flight timing, and preferential rates. |
| Oversee day-to-day planning of flights and ensure compliance with airlines' Standard Operating Procedures (SOPs) during flight operations. |

| Core Skills | Level |
|-------------------------|--------------|
| Building Inclusivity | Intermediate |
| Communication | Advanced |
| Critical Thinking | Advanced |
| Empathy | Intermediate |
| Planning and Organizing | Advanced |
| Problem Solving | Advanced |

| Technical Skills |
|---|
| Accident and Incident Response Management |
| Aircraft Performance Management |
| Business Development and Negotiation |
| Change Management |
| Crisis Communication and Media Management |
| Customer Relationship Management |
| Dangerous Goods Management |
| Financial Planning and Budget Management |
| Ground Handling Services and Operations Management |
| Hazard and Risk Control and Policy Management |
| Human Factors Management |
| Inclement Weather Operations and Planning |
| Innovation Management |
| International Air Transport Association Safety Audit for Ground Operations Implementation |

National Occupational Standard Code: [SBTRL04-011V01]



Learning and Development



CARGO OPERATIONS SUPERVISOR

Sector: **Transport and Logistics**

Job Family: **Airport Ground Handling**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Cargo Operations Supervisor oversees cargo handling, ensures Standard Operating Procedures (SOPs) and safety compliance, develops load plans, manages warehouse operations, resolves conflicts, mentors team members, operates equipment, and works in shifts. They also have strong communication, interpersonal, and supervisory skills are essential.

| Key Tasks |
|--|
| Act as a mentor to team members and / or direct reports, providing on-the-job training and coaching to enhance their capabilities and improve team performance. |
| Activate emergency response plans during irregular operations and communicate contingency plans to airport stakeholders and authorities. |
| Audit air cargo operations to ensure compliance to Standard Operating Procedures (SOPs) and report any breach to the authorities. |
| Carry out safety and / or security checks in the workplace to ensure compliance with standards and investigate root causes of breaches in safety and security standards. |
| Communicate shipping requirements for different types of cargo to the team and customers. |
| Finalize booklist of flights for outgoing cargo. |
| Make amendments to cargo load plans based on weight of Unit Load Devices (ULDs) and aircraft weight and balance. |
| Organize warehouse operations according to different warehousing situations and contingencies. |
| Prepare schedules and allocate tasks to the team and supervise activities for hazardous materials incidents. |
| Resolve warehouse operations and quality issues. |

| Core Skills | Level |
|----------------------------|--------------|
| Adaptability | Intermediate |
| Collaboration and Teamwork | Intermediate |
| Communication | Intermediate |
| Initiative | Intermediate |
| Numeracy | Basic |
| Problem Solving | Advanced |

| Technical Skills |
|--|
| Accident and Incident Response Management |
| Air Cargo Operations Management |
| Change Management |
| Dangerous Goods Management |
| Ground Handling Services and Operations Management |
| Hazard and Risk Control and Policy Management |
| Human Factors Management |
| Human-Robot Collaboration |
| Import and Export Documentation Administration |



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|---|
| Inclement Weather Operations and Planning |
| Innovation Management |
| International Air Transport Association Safety Audit for Ground Operations Implementation |
| Internet of Things Application |
| Standard Operating Procedures Development |



SENIOR CARGO OFFICER

Sector: **Transport and Logistics**

Job Family: **Airport Ground Handling**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Senior Cargo Officer oversees cargo shipments, adhering to Standard Operating Procedures (SOPs) and handling requirements. They manage documentation, stock control, and housekeeping, while implementing safety and security measures. The Senior Cargo Officer operates equipment and vehicles, working in all weather conditions and shifts.

| Key Tasks |
|--|
| Administer plans for handling and storage of shipments. |
| Escalate reports of breaches in safety and security standards to relevant authorities. |
| Facilitate compliance of height, weight and special handling requirements in stacking, moving and arranging items on pallets according to storage plans. |
| Interpret and follow safety and security standards for teams in the workplace. |
| Monitor the safe stowage of hazardous materials and/or dangerous goods and verify the handling of hazardous materials and / or dangerous goods adheres with safety standards and Standard Operating Procedures (SOPs). |
| Perform housekeeping operations and stock control of warehouse cargo and items. |
| Prepare cargo load plans based on weight of Unit Load Devices (ULDs) and available payloads. |
| Prepare cargo data to account for total number of outgoing cargo. |
| Prepare master Air Waybills (AWB) before dispatching cargo for loading on board aircraft. |
| Report breaches of Standard Operating Procedures (SOPs) including hazardous materials and / or dangerous goods to supervisors. |

| Core Skills | Level |
|----------------------------|--------------|
| Adaptability | Advanced |
| Collaboration and Teamwork | Intermediate |
| Digital Literacy | Intermediate |
| Empathy | Intermediate |
| Planning and Organizing | Advanced |
| Problem Solving | Advanced |

| Technical Skills |
|--|
| Accident and Incident Response Management |
| Air Cargo Operations Management |
| Aircraft Turnaround Coordination |
| Cargo Load Planning |
| Cargo Receipt and Inspection |
| Cargo Tracking Systems Administration |
| Cargo Transit and Transshipment Management |
| Cargo Warehousing Operations |
| Dangerous Goods Management |
| Ground Handling Services and Operations Management |
| Hazard and Risk Control and Policy Management |



| |
|---|
| Import and Export Documentation Administration |
| Inclement Weather Operations and Planning |
| International Air Transport Association Safety Audit for Ground Operations Implementation |
| Process Improvement and Optimization |
| Technology Application |



CARGO OFFICER

Sector: **Transport and Logistics**

Job Family: **Airport Ground Handling**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Cargo Officer is in charge of managing air cargo operations, which includes handling incoming and outgoing cargo, verifying import and export documents, and ensuring compliance with airworthiness standards. This role involves physical tasks such as transferring cargo within warehouses, lifting heavy packages, requiring the Cargo Officer to be physically strong and hold a valid driving license. The Cargo Officer also ensures adherence to safety and security standards, works in various weather conditions and shifts to accommodate round-the-clock flight schedules.

| Key Tasks |
|--|
| Check incoming shipments and outgoing cargo against import and export documents. |
| Comply with height, weight and special handling requirements when stacking, moving and arranging items on pallets according to storage plans. |
| Ensure cargo is fit for shipments and meets airworthiness standard. |
| Identify breaches of Standard Operating Procedures (SOPs) involving transfer of hazardous materials and / or dangerous goods. |
| Interpret and follow individual safety and security standards in the workplace, and identify and report breaches of safety and security standards. |
| Perform assembly and disassembly of Unit Load Devices (ULDs) and weigh Unit Load Devices (ULDs) for the development of cargo load plans. |
| Screen cargo for hazardous materials and / or dangerous goods, and stow them in the designated warehouses. |
| Transfer and move cargo within the warehouses according to storage plans and cargo requirements. |

| Core Skills | Level |
|-------------------------|--------------|
| Adaptability | Intermediate |
| Building Inclusivity | Basic |
| Communication | Intermediate |
| Initiative | Basic |
| Planning and Organizing | Intermediate |
| Problem Solving | Intermediate |

| Technical Skills |
|--|
| Accident and Incident Response Management |
| Air Cargo Operations Management |
| Aircraft Turnaround Coordination |
| Cargo Receipt and Inspection |
| Cargo Tracking System Administration |
| Cargo Transit and Transshipment Management |
| Cargo Warehousing Operations |
| Dangerous Goods Management |
| Ground Handling Services and Operations Management |
| Hazard and Risk Control and Policy Management |
| Human-Robot Collaboration |
| Import and Export Documentation Administration |
| Inclement Weather Operations and Planning |



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|---|
| International Air Transport Association Safety Audit for Ground Operations Implementation |
| Internet of Things Application |
| Process Improvement and Optimization |
| Technology Application |
| Unit Load Devices Operations |



RAMP AND TECHNICAL RAMP SERVICES MANAGER

Sector: **Transport and Logistics**

Job Family: **Airport Ground Handling**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Ramp and Technical Ramp Services Manager oversees the efficient and safe operation of aircraft ground handling, ensuring smooth flight arrivals and departures. They manage manpower, equipment resources, and daily operations, while upholding strict safety and security standards. They act as mentors, resolve conflicts, lead change initiatives, and collaborate with stakeholders and airport agencies to continuously improve service quality and efficiency.

| Key Tasks |
|--|
| Address complaints and key concerns impacting staff morale, performance, and develop staff through capability development and coaching. |
| Collaborate with airlines and authorities to develop Standard Operating Procedures (SOPs) and enhance ground handling services standards and expectations. |
| Develop solutions to eliminate hazards for ramp / technical ramp operations. |
| Develop strategies for ramp / technical ramp operations and implement modifications in line with technological changes, compliance changes, and airlines expectations. |
| Endorse proposed changes to current ramp/technical ramp processes based on irregularities reported, new products, services, and analyze customers' needs to modify existing products and services. |
| Identify safety and/or security risks and formulate plans to mitigate these risks. |
| Lead change management and continuous improvement projects to enhance safety and/or security in the workplace. |
| Present updates to departments and authorities regarding aircraft schedules, requirements, and services needed. |
| Strategize plans to communicate changes to Standard Operating Procedures (SOPs). |

| Core Skills | Level |
|-------------------------|--------------|
| Adaptability | Advanced |
| Communication | Advanced |
| Critical Thinking | Advanced |
| Empathy | Intermediate |
| Literacy | Intermediate |
| Planning and Organizing | Advanced |

| Technical Skills |
|--|
| Accident and Incident Response Management |
| Aircraft Turnaround Coordination |
| Baggage and Cargo Administration |
| Change Management |
| Crisis Communication and Media Management |
| Customer Relationship Management |
| Dangerous Goods Management |
| Financial Planning and Budget Management |
| Ground Handling Services and Operations Management |
| Hazard and Risk Control and Policy Management |
| Human Factors Management |
| Inclement Weather Operations and Planning |
| Innovation Management |

National Occupational Standard Code: [SBTRL04-015V01]



| |
|---|
| Standard Operating Procedures Development |
| Technology Application |



RAMP AND TECHNICAL RAMP SERVICES SUPERVISOR

Sector: **Transport and Logistics**

Job Family: **Airport Ground Handling**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Ramp and Technical Ramp Services Supervisor is responsible for managing the operations of ramp/technical ramp services, ensuring smooth running by managing manpower and equipment resources. They conduct regular safety and security checks, investigate breaches, and resolve operational issues. The Ramp and Technical Ramp supervisor also mentors team members, resolves conflicts, and manages grievances. They must be proficient with technological tools, understand customer and stakeholder needs. They operate in shifts to accommodate round-the-clock flight arrivals and departures.

| Key Tasks |
|---|
| Address issues detected during operations, prepare reports, update operational information, and log/report hazards/risks. |
| Administer daily ramp/technical ramp operations, address issues, manage resources, and mentor/train team members. |
| Assign tasks using Internet of things (IoT) devices, monitor equipment, Ground Support Equipment (GSE) and ensure proper parking/maintenance. |
| Conduct regular checks, investigate breaches, enforce standards, lead continuous improvement projects, and mitigate identified risks. |
| Implement plans when necessary, communicate contingencies to stakeholders, and manage situations effectively. |
| Oversee day-to-day planning, ensure team compliance with Standard Operating Procedures (SOPs), resolve issues affecting flights, and plan routes. |
| Propose initiatives to enhance productivity, analyze customer needs, recommend new products / services, and lead organizational change. |

| Core Skills | Level |
|----------------------------|--------------|
| Adaptability | Intermediate |
| Collaboration and Teamwork | Intermediate |
| Communication | Intermediate |
| Digital Literacy | Intermediate |
| Planning and Organizing | Advanced |
| Problem Solving | Intermediate |

| Technical Skills |
|---|
| Accident and Incident Response Management |
| Aircraft Movement Management |
| Aircraft Turnaround Coordination |
| Airside Driving and Ground Support Equipment Operations |
| Baggage and Cargo Administration |
| Change Management |
| Dangerous Goods Management |
| Hazard and Risk Control and Policy Management |
| Human-Robot Collaboration |
| Inclement Weather Operations and Planning |
| Innovation Management |

National Occupational Standard Code: [SBTRL04-016V01]



| |
|---|
| International Air Transport Association Safety Audit for Ground Operations Implementation |
| Internet of Things (IoT) Application |
| Learning and Development |
| Process Improvement and Optimization |



SENIOR RAMP OFFICER

Sector: **Transport and Logistics**

Job Family: **Airport Ground Handling**

Regulator: **Ministry of Transportation and Telecommunications - Civil Aviation Affairs**

Licensing Requirements: **As per the Regulator requirements (Ministry of Transportation and Telecommunications - Civil Aviation Affairs)**

Job Description

The Senior Ramp Officer is responsible for coordinating all ramp operations in compliance with Standard Operating Procedures (SOPs) and inspecting Ground Support Equipment (GSE) for functionality. They ensure timely and efficient loading of cargo and/or baggage onto aircraft according to plans, conducting bay sweeps, preparing flight reports, and implementing safety measures.

| Key Tasks |
|--|
| Conduct bay sweeps to ensure no items are left behind. |
| Conduct checks to ensure ramp operations are performed according to Standard Operating Procedures (SOPs) including pre-flight briefings regarding aircraft requirements and services needed. |
| Coordinate ground service activities during ramp operations and follow safety and / or security standards for teams in the workplace. |
| Identify hazards during ramp operations, report to supervisors and escalate reports of breaches in safety and / or security standards to relevant authorities. |
| Load and unload cargo or baggage according to loading plans. |
| Monitor real-time information and operational changes using technological devices. |
| Monitor the clearance of Foreign Object Debris (FOD), obstacles and / or spillages in the Equipment Restraint Area (ERA). |
| Prepare flight reports on ramp performance and report Foreign Object Debris (FOD), obstacles and / or spillages to relevant authorities and departments. |

| Core Skills | Level |
|----------------------------|--------------|
| Adaptability | Intermediate |
| Collaboration and Teamwork | Intermediate |
| Communication | Intermediate |
| Initiative | Intermediate |
| Planning and Organizing | Advanced |
| Problem Solving | Advanced |

| Technical Skills |
|---|
| Accident and Incident Response Management |
| Aircraft Turnaround Coordination |
| Airside Driving |
| Baggage Loading and Unloading Administration |
| Cargo Loading and Unloading Administration |
| Dangerous Goods Management |
| Ground Handling Services and Operations Management |
| Ground Support Equipment Operations |
| Hazard and Risk Control and Policy Management |
| Human-Robot Collaboration |
| Inclement Weather Operations and Planning |
| International Air Transport Association Safety Audit for Ground Operations Implementation |
| Internet of Things (IOT) Application |
| Process Improvement and Optimization |

National Occupational Standard Code: [SBTRL04-017V01]



Technology Application



RAMP OFFICER

Sector: **Transport and Logistics**

Job Family: **Airport Ground Handling**

Regulator: **Ministry of Transportation and Telecommunications - Civil Aviation Affairs**

Licensing Requirements: **As per the Regulator requirements (Ministry of Transportation and Telecommunications - Civil Aviation Affairs)**

Job Description

The Ramp Officer is responsible for operating Ground Support Equipment (GSE) during ramp operations, ensuring they function optimally and that the Equipment Restraint Area (ERA) and Equipment Staging Area (ESA) are clear of hazards. They adhere to safety and security standards, reporting any breaches to Supervisors. The role requires the ability to work outdoors in all weather conditions, and shift work to accommodate flight schedules. The Ramp Officer should be physically and mentally fit, with good hearing, eyesight, time management, communication, and interpersonal skills, and familiarity with technological tools.

| Key Tasks |
|---|
| Access roster information using technological devices. |
| Carry out checks on Ground Support Equipment (GSE) to ensure they are in working order. |
| Clear Equipment Staging Area (ESA) from Foreign Object Debris (FOD), obstacles and / or spillages. |
| Clear Equipment Restraint Area (ERA) from Foreign Object Debris (FOD), obstacles and / or spillages and retract Ground Support Equipment (GSE) from Equipment Restraint Area (ERA) to Equipment Staging Area (ESA). |
| Identify and report breaches of safety and / or security standards in the workplace. |
| Inspect Equipment Restraint Area (ERA) for Foreign Object Debris (FOD), obstacles and / or spillages. |
| Interpret and follow individual safety and / or security standards in the workplace, maintain a hazard-free environment during ramp operations. |
| Operate Ground Support Equipment (GSE) to perform ramp operations and respond to real-time operational information using technological devices. |

| Core Skills | Level |
|----------------------------|--------------|
| Adaptability | Intermediate |
| Collaboration and Teamwork | Intermediate |
| Communication | Advanced |
| Digital Literacy | Intermediate |
| Planning and Organizing | Intermediate |
| Problem Solving | Advanced |

| Technical Skills |
|---|
| Accident and Incident Response Management |
| Aircraft Movement Management |
| Aircraft Turnaround Coordination |
| Airside Driving |
| Baggage Loading and Unloading Administration |
| Cargo Loading and Unloading Administration |
| Dangerous Goods Management |
| Ground Handling Services and Operations Management |
| Ground Support Equipment Operations |
| Hazard and Risk Control and Policy Management |
| Human-Robot Collaboration |
| Inclement Weather Operations and Planning |
| International Air Transport Association Safety Audit for Ground Operations Implementation |

National Occupational Standard Code: [SBTRL04-018V01]



| |
|--------------------------------------|
| Process Improvement and Optimization |
| Stakeholder Management |



DIRECTOR OF GROUND OPERATIONS

Sector: **Transport and Logistics**

Job Family: **Airport Ground Handling**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Director of Ground Operations negotiates contracts, implements operational changes, assesses risks, develops service improvement programs, and recommends policy enhancements. They coach team members and service providers, builds relationships with stakeholders and manages teams effectively.

| Key Tasks |
|---|
| Address complaints, key concerns, develop staff through coaching and training and implement service resolution plans for exceptional cases. |
| Analyze regional ground handling service standard agreements and frameworks to augment ground service standards, develop partnerships with stakeholders and implement enhancements to policies and standards. |
| Conduct hiring and risk assessment: Interview candidates and make hiring decisions, analyze risks associated with engaging different providers, and develop mitigation strategies. |
| Develop and implement service resolution plans to address exceptional complaint cases, ensuring high-quality customer service for all stakeholders. |
| Develop systems for identifying, monitoring and mitigating passenger safety and security while maintaining compliance. |
| Ensure quality passenger services by coaching internal teams and external providers, developing plans to support service improvement programs, and implementing changes to ground services operations. |
| Lead change management by developing and implementing plans for new service initiatives, leading organizational change initiatives, and working with diverse stakeholders to meet multicultural needs. |

| Core Skills | Level |
|-------------------------|----------|
| Building Inclusivity | Advanced |
| Communication | Advanced |
| Critical Thinking | Advanced |
| Empathy | Advanced |
| Numeracy | Advanced |
| Planning and Organizing | Advanced |

| Technical Skills |
|--|
| Accident and Incident Response Management |
| Aircraft Turnaround Coordination |
| Airline Operations Management |
| Airport Operations Management |
| Business Development |
| Business Negotiation |
| Change Management |
| Crisis Communication and Media Management |
| Customer Service Delivery |
| Data Analytics |
| Flight Disruptions and Irregular Operations Management |
| Ground Services Training Delivery |
| Human Factors Management |
| Innovation Management |
| Technology Application |



SENIOR MANAGER OF GROUND OPERATIONS

Sector: **Transport and Logistics**

Job Family: **Airport Ground Handling**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Senior Manager of Ground Operations is responsible for overseeing the audit of ground service standards and developing partnerships with various stakeholders. They review service standard agreements, conduct rate reviews for ground handlers, and develop action plans to enhance service efficiency. They also estimate costs for contracts with ground handling organizations and propose process changes to improve passenger safety and security standards. Additionally, the role includes contributing to organizational development through the creation of on-the-job training programs and workplace learning plans.

| Key Tasks |
|---|
| Develop and implement strategies for efficient ground handling, including action plans, cost estimates, and rate reviews. |
| Develop and manage training programs, including on-the-job training and workplace learning plans. |
| Ensure safety and security compliance by enforcing a strong culture, proposing process changes, and overseeing ground handler performance. |
| Manage passenger experience during disruptions through action plans, effective communication, and collaboration with stakeholders. |
| Oversee ground handler performance and compliance by ensuring adherence to Service Level Agreement (SLAs), local regulations, and recommending corrective actions for breaches. |
| Prepare audit reports for submission to audit officers, providing comprehensive performance evaluations and compliance assessments. |
| Provide strategic guidance and oversight through advising supervisors, recommending solutions for exceptional complaints, and staying updated on industry standards. |
| Review national service standards and frameworks to recommend improvements and ensure alignment with best practices. |

| Core Skills | Level |
|-------------------------|--------------|
| Building Inclusivity | Advanced |
| Communication | Advanced |
| Critical Thinking | Advanced |
| Numeracy | Intermediate |
| Planning and Organizing | Advanced |
| Problem Solving | Advanced |

| Technical Skills |
|--|
| Accident and Incident Response Management |
| Aircraft Turnaround Coordination |
| Airline and Airport Operations Management |
| Crisis Communication and Media Management |
| Customer Service Delivery |
| Data Analytics |
| Flight Disruptions and Irregular Operations Management |
| Ground Services Training Delivery |
| Human Factors Management |
| Manpower Planning |
| Process Improvement and Optimization |
| Service Level Agreement Management |
| Stakeholder Management |

National Occupational Standard Code: [SBTRL04-020V01]



Standard Operating Procedures Development



AIRPORT DUTY AND CUSTOMER SERVICES SENIOR OFFICER

Sector: **Transport and Logistics**

Job Family: **Airport Ground Handling**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Airport Duty and Customer Services Senior Officer is responsible for managing ground service standards, coordinating daily passenger service operations, and identifying learning needs of ground handling agents. This role involves auditing service standards, escalating safety or security breaches, and prioritizing tasks for timely completion. The Airport Duty and Customer Services Senior Officer must have strong customer service and computer skills for face-to-face interactions and accessing flight information systems. Good communication and interpersonal skills are also essential for effective collaboration with other Officers and stakeholders.

| Key Tasks |
|---|
| Assist passengers with special needs or disabilities to ensure their safety and comfort during travel. |
| Collaborate with other departments to address complex customer issues, complaints or escalations. |
| Collaborate with senior management to contribute to the organization's overall customer experience strategy. |
| Conduct performance evaluations and provide feedback to team members for their growth. |
| Develop and implement customer service policies, procedures, and standards. |
| Handle emergency situation, including medical emergencies, unruly passengers, or security incidents, and coordinating appropriate responses. |
| Monitor and evaluate customer interactions to ensure quality service delivery. |
| Monitor passenger behavior, identify any potential safety hazards or security concerns and relay safety and security concerns to relevant authorities and stakeholders. |
| Oversee the day-to-day passenger service operations including preparing and filing reports and documents related to flight and ground service operations. |

| Core Skills | Level |
|-------------------------|--------------|
| Adaptability | Intermediate |
| Communication | Advanced |
| Critical Thinking | Advanced |
| Empathy | Intermediate |
| Planning and Organizing | Advanced |
| Problem Solving | Advanced |

| Technical Skills |
|--|
| Aircraft Turnaround Coordination |
| Airline Operations Management |
| Airline Representation and Station Management |
| Airport Operations Management |
| Behavioral Analysis and Predictive Screening |
| Change Management |
| Crisis Management |
| Customer Service Delivery |
| Flight Disruptions and Irregular Operations Management |
| Ground Services Training Delivery |
| Human Factors Management |



| |
|---|
| Incident Reporting and Documentation |
| Process Improvement and Optimization |
| Service Branding and Coaching |
| Service Level Agreement (SLAs) Management |
| Stakeholder Management |
| Technology Application |



AIRPORT DUTY AND CUSTOMER SERVICES OFFICER

Sector: **Transport and Logistics**

Job Family: **Airport Ground Handling**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Airport Duty and Customer Services Officer is primarily responsible for delivering high-quality passenger services and addressing their queries. This role involves monitoring and communicating service standards of ground handling agents, providing training, and ensuring compliance with established standards. The Airport Duty and Customer Services Officer also handles passenger safety and security concerns, and assists passengers during flight disruptions or delays. The role requires excellent customer service skills, comfort with face-to-face interactions, and proficiency in computer literacy for accessing real-time flight information and reservation systems.

| Key Tasks |
|--|
| Address passenger safety and security concerns. |
| Assist passengers during disruption or delayed flight services. |
| Assist Senior Officers and Supervisors in preparation of ground service reports. |
| Communicate expected service standards to ground handling agents. |
| Conduct customer satisfactions surveys. |
| Follow up on passenger queries and requests. |
| Handle customer complaints. |
| Mentor and train ground handling agents to deliver quality customer services. |

| Core Skills | Level |
|----------------------------|--------------|
| Adaptability | Intermediate |
| Collaboration and Teamwork | Intermediate |
| Communication | Intermediate |
| Critical Thinking | Intermediate |
| Empathy | Intermediate |
| Problem Solving | Intermediate |

| Technical Skills |
|--|
| Accident and Incident Response Management |
| Aircraft Turnaround Coordination |
| Airline Representation and Station Management |
| Airport and Airline Operations Management |
| Basic Technical Troubleshooting |
| Behavioral Analysis and Predictive Screening |
| Flight Disruptions and Irregular Operations Management |
| Human Factors Management |
| Internet of Things Application (IOT) |
| Proficiency in Customer Relationship |
| Service Branding and Coaching |
| Service Level Agreement (SLAs) Management |
| Stakeholder Management |
| Technology Application |
| Understanding of Data Privacy and Security |



AIRPORT OPERATIONS MANAGER

Sector: **Transport and Logistics**

Job Family: **Airport Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Airport Operations Manager manages and resolves complex incidents at the airport. They develop and review compliance standards and direct new initiatives for the airport. They ensure smooth delivery of airport projects and lead change management initiatives for the organization. They also represent the airport before government agencies and other key stakeholders and build long-term partnerships with them. The Airport Operations Manager has an extensive knowledge of airport and airside operations and a strong understanding of the airport industry standards, policies and practices. They oversee the delivery of projects and travels across terminals in the airport to analyze operational processes and resolve major issues.

| Key Tasks |
|--|
| Appoint contractors and oversee their performance and on-time completion of major airport operations. |
| Collaborate with airport agencies and authorities to ensure airport operations meet performance, safety and security standards. |
| Determine the impact of flight delays or disruptions on airport operations. |
| Develop and implement Standard Operating Procedures (SOPs) for crisis management. |
| Develop staff through capability development and coaching and address complaints and key concerns impacting staff morale and performance and conduct interviews and make hiring decisions. |
| Develop strategies to improve compliance of systems and processes in the terminals and collaborate with stakeholders to establish those standards. |
| Evaluate severity of safety incidents and determine the type of responses needed to enable resolving the incidents. |
| Implement new initiatives to comply with established standards. |
| Lead change management in the organization. |
| Oversee resources during major safety and security operations. |
| Provide directions on new service offerings and endorse plans and proposals for innovation projects. |
| Resolve complex issues and incidents at the airport in consultation with higher authorities. |

| Core Skills | Level |
|----------------------------|----------|
| Collaboration and Teamwork | Advanced |
| Empathy | Advanced |
| Literacy | Advanced |
| Numeracy | Advanced |
| Planning and Organizing | Advanced |
| Problem Solving | Advanced |

| Technical Skills |
|---|
| Accident and Incident Response Management |
| Airport Audit and Compliance |
| Airport Collaborative Decision-Making Model Application |
| Airport Operations Management |
| Airport Safeguarding and Security |
| Airport Service Quality Management |
| Change Management |



| |
|--|
| Flight Disruptions and Irregular Operations Management |
| In-depth Knowledge in International Civil Aviation Organization (ICAO) Annexures and International Air Transport Association (IATA) Policies |
| Innovation Management |
| Passenger Information Systems Management |
| Passenger Movement Management |
| Standard Grounding Handling Agreement (SGHA) |
| Standard Operating Procedures Development |



AIRPORT OPERATIONS ASSISTANT MANAGER

Sector: **Transport and Logistics**

Job Family: **Airport Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Airport Operations Assistant Manager is responsible for supporting the efficient and effective management of airport operations on the landside and airside. They assist the Airport Operations Manager in overseeing various operational areas, developing Standard Operating Procedures (SOPs) and ensuring compliance with safety and regulatory requirements, and delivering a seamless passenger experience. The Airport Operations Assistant Manager collaborates with internal teams, airlines, and other stakeholders to optimize airport operations and address operational challenges.

| Key Tasks |
|--|
| Analyze operational data and performance metrics to identify areas for improvement and implement corrective actions. |
| Assist in coordinating and monitoring airport service providers to ensure compliance with service level agreements. |
| Assist in developing and implementing emergency response plans and procedures. |
| Assist in managing day-to-day airport operations, including terminal operations, ramp services, baggage handling, and ground transportation. |
| Assist in managing passenger flow, including check-in, security screening, boarding, and baggage handling processes. |
| Collaborate with airlines and ground handling agents to optimize aircraft turnaround times and ensure efficient aircraft movement. |
| Develop Standard Operating Procedures (SOPs) for the day-to-day airport operations and crisis management. |
| Monitor and address any operational disruptions or irregularities, such as flight delays, cancellations, or gate changes. |
| Support the implementation and enforcement of safety and security procedures in accordance with regulatory requirements. |
| Support the implementation of technology systems and solutions to improve operational efficiency and passenger experience. |
| Support the training and development of airport operations staff. |

| Core Skills | Level |
|----------------------------|--------------|
| Building Inclusivity | Intermediate |
| Collaboration and Teamwork | Intermediate |
| Critical Thinking | Advanced |
| Initiative | Advanced |
| Planning and Organizing | Advanced |
| Problem Solving | Advanced |

| Technical Skills |
|---|
| Airport Audit and Compliance |
| Airport Operations Management |
| Aviation Safety and Security Regulation Compliance |
| Data Analysis and Performance Metrics |
| Emergency Response Planning |
| Financial Planning and Budget Management |
| Ground Handling Operations and Baggage Handling Systems |
| Manpower and Resource Management |



| |
|--|
| Passenger Flow and Flight Management |
| Process Improvement and Optimization |
| Service Level Agreement Development and Management |
| Staff Training and Development |
| Stakeholder Management |
| Standard Grounding Handling Agreement (SGHA) |
| Standard Operating Procedures Development |



SENIOR TERMINAL OFFICER

Sector: **Transport and Logistics**

Job Family: **Airport Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Senior Terminal Officer is responsible for the management of the Terminal, Concourses, airport inspections, and airport roadways, including issues involving passenger flow and customer service, security, international arrivals, certain airport infrastructure and facility issues, roadways, concessions, and airline operations. They collaborate with stakeholders to develop and establish compliance standards for airport operations. Besides leading research to identify new service offerings for the airport, they also enforce safety and security standards for the organization. They develop on-the-job training programs for the department. The Senior Terminal Officer possesses a sound knowledge of airport and airside operations, Standard Operating Procedures (SOPs) and airport security and emergency response plans. They travel across the terminals to review operational processes and resolve incidents at the airport. They ensure operational plans and projects are implemented efficiently and effectively.

| Key Tasks |
|---|
| Analyze airport users' needs and engage in projects to enhance the airport user experience. |
| Assist airport supervisors and managers with Incident Command in managing, coordinating, and resolving airport emergencies, security issues, irregular operations, and unusual situations. |
| Coordinates airline operations including irregular passenger operations at the airline ticket counters, gate areas, customer service counters, airline lounges, and wheelchair operations, baggage claim, and baggage make-up units. |
| Enforce a strong safety and security culture in the workplace and Direct resources during safety and security operations, and enforce established organizational compliance standards. |
| Inspect, monitor, and manage the Terminal, Concourses, airport roadways, concessions and tenants, automated defibrillator units, landside structures, and other airport facilities to ensure efficient passenger flow and safety. |
| Maintain communication lines with airport agencies, authorities and Airport Operations Centre (AOC). |
| Manage and oversee staff on duty and manage their simulated training exercises. |
| Manage research to identify opportunities for operations and service enhancements. |
| Managing the day-to-day operations and passenger flow throughout the airport which includes the security checkpoints, collaborates with the Aviation Security Department manages the activities of the Total Queue Management (contract) staff. |
| Plan delivery of airport services to meet customer requirements. |
| Review operational processes to identify areas for enhancements and promote the generation of new ideas to enhance operations and customer experience. |

| Core Skills | Level |
|----------------------------|--------------|
| Adaptability | Intermediate |
| Collaboration and Teamwork | Intermediate |
| Communication | Advanced |

| Technical Skills |
|---|
| Accident and Incident Response Management |
| Airport Audit and Compliance |
| Airport Collaborative Decision-Making Model Application |



| | |
|-----------------|--------------|
| Empathy | Advanced |
| Initiative | Advanced |
| Problem Solving | Intermediate |

| |
|--|
| Airport Operations Management |
| Airport Safeguarding and Security |
| Airport Service Quality Management |
| Crisis Communication and Media Management |
| Flight Disruptions and Irregular Operations Management |
| Manpower Planning |
| Market Research |
| Passenger Information Systems Management |
| Passenger Movement Management |
| Process Improvement and Optimization |
| Stakeholder Management |
| Standard Operating Procedures Development |



TERMINAL OFFICER

Sector: **Transport and Logistics**

Job Family: **Airport Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Terminal Officer assists in the management of the terminal, concourses, airport inspections, and airport roadways, including issues involving passenger flow and customer service, security, international arrivals, certain airport infrastructure and facility issues, roadways, concessions, and airline operations. They monitor lapses in operational and service delivery and implements appropriate Standard Operating Procedures (SOPs) to remediate services in the airport. Not only do they conduct basic risk assessments, they also enforce and monitor compliance with airport and regulations to ensure the safety and security of the traveling public and airport employees. They participate in simulated training exercises and innovation trial projects for the organization. The Terminal Officer possesses a thorough knowledge of airport services and operations which allow them to manage real-time incidents and crises. They are also able to demonstrate proficient customer service skills to respond to passengers needs and perform touch point engagements. They work in shifts across the terminals to ensure compliance of safety rules and regulations. In addition, they manage stakeholders effectively.

Key Tasks

Assist airport supervisors and managers with Incident Command in managing, coordinating, and resolving airport emergencies, security issues, irregular operations, and unusual situations.

Assist in managing the day-to-day operations and passenger flow throughout the airport which includes the security checkpoints, collaborates with the Aviation Security Department manages the activities of the Total Queue Management (contract) staff.

Coordinate airline operations including irregular passenger operations at the airline ticket counters, gate areas, customer service counters, airline lounges, and wheelchair operations, baggage claim, and baggage make-up units.

Determine and administer appropriate solutions to address operational and service issues.

Enforce compliance of safety and/or security standards in the workplace, and ensure Standard Operating Procedures (SOPs) adhere to compliance standards.

Inspect, monitor, and manage the terminal, concourses, airport roadways, concessions and tenants, automated defibrillator units, landside structures, and other airport facilities to ensure efficient passenger flow and safety.

Maintain accurate and complete logbook entries of airport events including operation metrics and databases.

Monitor lapses in operational and service delivery and execute basic risk assessments.

| Core Skills | Level |
|----------------------------|--------------|
| Adaptability | Basic |
| Collaboration and Teamwork | Intermediate |
| Communication | Intermediate |
| Empathy | Intermediate |

| Technical Skills |
|--|
| Accident and Incident Response Management |
| Airport Audit and Compliance |
| Airport Operations and Passenger Movement Management |
| Airport Service Quality Management |



| | |
|-----------------|--------------|
| Initiative | Basic |
| Problem Solving | Intermediate |

| |
|--|
| Crisis Communication and Media Management |
| Financial Planning and Budget Management |
| Flight Disruptions and Irregular Operations Management |
| Market Research |
| Passenger Information Systems Management |
| Process Improvement and Optimization |
| Stakeholder Management |
| Standard Operating Procedures Development |



AIRSIDE MANAGER

Sector: **Transport and Logistics**

Job Family: **Airport Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Airside Manager oversees the development of emergency aircraft plans and Foreign Object Debris (FOD) clearance policies and procedures. They review Standard Operating Procedures (SOPs) to optimize stands allocation and planning operations. They also monitor safety and performance standards at the airside and develop systems to monitor for adherence to safety and security standards. They mentor and determine the developmental needs of staff and teams and guides them to maximize their potential. They champion change management initiatives for the organization. The Airside Manager has extensive knowledge of airport and airside operations and aviation industry standards, policies and practices. They are well-versed in the organization's aerodrome and airside safety Standard Operating Procedures (SOPs). They stay updated of the latest international developments and regulations affecting airside operations.

| Key Tasks |
|--|
| Collaborate with stakeholders to coordinate and harmonies airside maintenance activities. |
| Develop and review Foreign Object Debris (FOD) clearance policies and procedures. |
| Develop partnerships with airport agencies, authorities, customers and / or vendors. |
| Identify safety and security risks and develop plans to mitigate identified risks, and develop a system to monitor adherence to safety and security standards. |
| Implement audits to ensure airside pavement surfaces, systems and environment complies with legislation and statutory requirements. |
| Lead continuous improvement projects to improve safety and security in the workplace. |
| Manage Airport Collaborative Decision Making (A-CDM) projects to improve performance of airside operations. |
| Manage disabled aircraft removal plans in coordination with the airport technical team. |
| Manage future operational development plans, and oversee the development of emergency aircraft plans. |
| Oversee airside works and the set-up of new facilities to ensure smooth airside ground operations. |
| Provide oversight on all maintenance activities to ensure compliance standards are met. |
| Review Standard Operating Procedures (SOP) to optimize stands allocation and planning operations. |

| Core Skills | Level |
|----------------------------|--------------|
| Building Inclusivity | Advanced |
| Collaboration and Teamwork | Advanced |
| Empathy | Intermediate |
| Numeracy | Advanced |
| Planning and Organizing | Advanced |
| Problem Solving | Advanced |

| Technical Skills |
|--|
| Accident and Incident Response Management |
| Airport Collaborative Decision-Making Model Application |
| Airport Operations and Ground Handling services Management |
| Airside Driving |
| Airside, Ramp, Taxiway, and Runway Safety |
| Change Management |
| Dangerous Goods Management |



| |
|---|
| Hazard and Risk Control and Policy Management |
| Process Improvement and Optimization |
| Stakeholder Management |
| Standard Operating Procedures and Airport Manuals Development |
| Safety Legislation and Regulations, such as those issued by the International Civil Aviation Organization (ICAO), National Aviation Authorities, and Local Regulatory Bodies |
| International Civil Aviation Organization (ICAO) Annexures and Aerodrome Certificate Requirements |
| Wildlife Hazard Management |



AIRSIDE ASSISTANT MANAGER

Sector: **Transport and Logistics**

Job Family: **Airport Management**

Regulator: **Ministry of Transportation and Telecommunications - Civil Aviation Affairs**

Licensing Requirements: **As per the Regulator requirements (Ministry of Transportation and Telecommunications - Civil Aviation Affairs)**

Job Description

The Airside Assistant Manager is responsible for collaborating with airport stakeholders to resolve operational airside issues. They manage contractors and issues stop-work orders to contractors who flout airside rules and policies. They also oversee operational systems to allocate stands and ensures the smooth running of these systems. In addition, they address safety and security audit issues and develop on-the-job training programs and learning plans for the team. The Airside Assistant Manager possesses a sound knowledge of airport operations and airside safety management Standard Operating Procedures (SOPs). They are up-to-date on airport security and emergency plans.

| Key Tasks |
|---|
| Adress audit issues. |
| Advise direct reports in the execution of new policies. |
| Assist in developing and reviewing Foreign Object Debris (FOD) clearance policies and procedures. |
| Develop on-the-job training programs, aerodrome manuals updates, aerodrome certificate submission. |
| Develop schedule plans for routine inspections of airside runways, taxiways and aprons. |
| Enforce a culture of safety and security within the workplace. |
| Implement procedures to ensure adherence to airside policies and manage planning of tasks and duties during airside operations and aircraft emergencies. |
| Manage overall operations to ensure adherence to established standards. |
| Manage performance of contractors in coordination with the technical team carrying out maintenance works. |
| Manage runway closures for maintenance checks on the runways and oversee officers in operating and troubleshooting runway surface friction test vehicles. |
| Oversee the day-to-day running of specialized systems. |
| Recommend action plans to prevent future safety and security breaches. |

| Core Skills | Level |
|----------------------------|--------------|
| Building Inclusivity | Intermediate |
| Collaboration and Teamwork | Advanced |
| Digital Literacy | Advanced |
| Empathy | Intermediate |
| Planning and Organizing | Advanced |
| Problem Solving | Advanced |

| Technical Skills |
|--|
| Accident and Incident Response Management |
| Airport Collaborative Decision-Making Model Application |
| Airport Operations and Ground Handling Services Management |
| Airside Driving |
| Airside, Ramp, Taxiway, and Runway Safety |
| Dangerous Goods Management |
| Hazard and Risk Control and Policy Management |



| |
|---|
| Knowledge of International Civil Aviation Organization (ICAO) Annex 14 and Aerodrome Certificate Requirements |
| Knowledge of Safety Legislation and Regulations, such as those issued by the International Civil Aviation Organization (ICAO), National Aviation Authorities, and Local Regulatory Bodies |
| Knowledge of Notice to Airmen (NOTAM) |
| Learning and Development |
| Process Improvement and Optimization |
| Standard Operating Procedures Development |
| Wildlife Hazard Management |



SENIOR AIRSIDE OFFICER

Sector: **Transport and Logistics**

Job Family: **Airport Management**

Regulator: **Ministry of Transportation and Telecommunications - Civil Aviation Affairs**

Licensing Requirements: **As per the Regulator requirements (Ministry of Transportation and Telecommunications - Civil Aviation Affairs)**

Job Description

The Senior Airside Officer is responsible for overseeing and managing airside operations at the airport. They ensure compliance with safety and regulatory requirements, coordinate aircraft movement, and maintain efficient and secure airside operations. The Senior Airside Officer collaborates with internal teams, airlines, ground handling agents, and other stakeholders to optimize airside activities and ensure a smooth and safe experience for passengers and aircraft. The Senior Airside Officer is responsible for overseeing and implementing safety management systems, conduct safety inspections, and promote a culture of safety among staff, contractors, and stakeholders.

| Key Tasks |
|--|
| Collaborate with airlines, ground handling agents, and air traffic control to optimize aircraft turnaround times. |
| Conduct regular inspections and audits to identify and rectify airside operational issues and safety hazards. |
| Coordinate and manage aircraft movement, including the allocation of parking stands, taxiways, and runways as instructed by the Airport Operation Command Center APOC. |
| Coordinate and oversee the implementation of ground handling services, including baggage handling and aircraft servicing. |
| Develop standard operating procedures SOPs and assist in drafting aerodrome manuals, airside change management document maintain accurate records and documentation of airside operations, incidents, and performance metrics. |
| Ensure compliance with airside safety regulations defined in the Safety Management System SMS, operational procedures, and international standards. |
| Monitor airside activities and respond to incidents, emergencies, and irregular operations as necessary. |
| Monitor and enforce security measures to protect airside areas from unauthorized access and potential threats i.e., ramp, taxiways and runways. |
| Provide guidance and training to airside operations staff on safety, security, and operational procedures. |
| Provide or instruct escort services for aircrafts and vehicles operating on the airside when needed. |

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Intermediate |
| Communication | Intermediate |
| Critical Thinking | Advanced |
| Digital Literacy | Intermediate |
| Planning and Organizing | Intermediate |
| Problem Solving | Advanced |

| Technical Skills |
|---|
| Accident and Incident Response Management |
| Aeronautical Information Publication (AIPs) |
| Airside Operations Management |
| Airside, Taxiway and Runway Safety |
| Aviation Safety and Security Regulations |
| Familiarity with Safety Legislation and Regulations, such as those issued by the International Civil Aviation Organization (ICAO), National Aviation Authorities, and Local Regulatory Bodies |



| |
|---|
| Familiarity with Safety Data Analysis and Reporting |
| Ground Handling Operations |
| Knowledge in NOTAM- Notice to Airmen |
| Knowledge of ICAO Annex 14 and Aerodrome Certificate Requirements |
| Safety Inspections and Audits |
| Incident Investigation Techniques and Reporting |
| Technology Systems for Airside Operations |
| Training and Development for Airside Operations Staff |
| Wildlife Hazard Management |



AIRSIDE OFFICER / AERODROME SAFETY OFFICER

Sector: **Transport and Logistics**

Job Family: **Airport Management**

Regulator: **Ministry of Transportation and Telecommunications - Civil Aviation Affairs**

Licensing Requirements: **As per the Regulator requirements (Ministry of Transportation and Telecommunications - Civil Aviation Affairs)**

Job Description

The Airside Officer / Aerodrome Safety Officer is responsible for ensuring the safety and security of the operation of the aerodrome, including runways, taxiways, aprons, and associated facilities. This includes identifying and clearing hazards on runways and taxiways, allocating baggage trolleys / dollies and parking stands for aircraft, and enforcing safety and security standards through routine inspections and investigations. They are responsible for overseeing and implementing safety management systems, conduct safety inspections, and promote a culture of safety among staff, contractors, and stakeholders.

| Key Tasks |
|---|
| Administer flight matching and towing coordination with Air Traffic Control. |
| Conduct routine inspections on the ramp, taxiways and runway. |
| Conduct safety and security checks in the workplace. |
| Coordinate with stakeholders to allocate suitable parking stands for aircrafts, vehicles and other ground handling equipment. |
| Develop and implement aerodrome safety policies, procedures, and guidelines in compliance with regulatory requirements and international standards. |
| Handle emergency incidents at the airside. |
| Identify and clear hazards Foreign Object Debris (FOD) on runways and taxiways. |
| Investigate breaches in safety and security standards and ensuring compliance with Safety Management System (SMS). |
| Provide escort services for aircrafts and vehicles operating on the airside when needed. |
| Provide marshaling services for aircrafts and other ground handling vehicles operating on the airside. |

| Core Skills | Level |
|----------------------------|--------------|
| Adaptability | Intermediate |
| Collaboration and Teamwork | Basic |
| Communication | Intermediate |
| Critical Thinking | Basic |
| Initiative | Basic |
| Problem Solving | Basic |

| Technical Skills |
|---|
| Accident and Incident Response Management |
| Airport Operations Management |
| Airside Driving |
| Airside Operations Management |
| Airside, Taxiway and Runway Safety |
| Dangerous Goods Management |
| Knowledge of Safety Legislation and Regulations, International Civil Aviation |



| |
|---|
| Organization (ICAO), National Aviation Authorities, and Local Regulatory Bodies |
| Risk Assessment Methodologies |
| Knowledge of Aerodrome Manual |
| Process Improvement and Optimization |
| Safety Inspections and Audits |
| Incident Investigation and Reporting |
| Stakeholder Management |



OPERATIONS AND MAINTENANCE MANAGER

Sector: **Transport and Logistics**

Job Family: **Airport Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Operations and Maintenance Manager is responsible for enhancing airport operations through the development and oversight of airfield maintenance plans and engineering projects. This role involves ensuring adherence to safety and security standards, leading capital replacement project tenders, and ensuring regulatory and safety standards are met. They work closely with airport stakeholders and authorities to determine and fulfill the maintenance needs of airport infrastructure and facilities. The role requires a firm understanding of dynamic airport environments and priorities.

| Key Tasks |
|---|
| Address staff morale and performance issues, conduct interviews, make hiring decisions, and develop staff through training and coaching. |
| Collaborate with airport stakeholders to determine maintenance needs of airport infrastructure and facilities and set directions for their review. |
| Develop and approve maintenance plans for airfield specialized systems and overall airfield maintenance to improve airport operations, ensuring accurate documentation. |
| Lead change management initiatives within the organization. |
| Lead continuous improvement projects to enhance safety and security in the workplace, identify risks, and develop mitigation plans. |
| Lead large-scale capital replacement project tenders, establish project implementation flow and Key Performance indicators (KPIs), approve project schedules and deliverables, and evaluate the effectiveness of engineering project solutions. |
| Research international best practices and emerging technologies for airfield specialized systems and maintenance operations and set directions for these areas. |
| Review and lead audits on projects, both internally and externally to determine which projects to audit based on time and resource limitations. |

| Core Skills | Level |
|-------------------------|--------------|
| Building Inclusivity | Advanced |
| Digital Literacy | Advanced |
| Empathy | Advanced |
| Numeracy | Intermediate |
| Planning and Organizing | Advanced |
| Problem Solving | Advanced |

| Technical Skills |
|--|
| Airfield Civil Infrastructure Maintenance and Design |
| Airfield Specialized Systems Maintenance and Design |
| Airport Infrastructure and Facilities Maintenance and Design |
| Airport Operations Management |
| Business Negotiation |
| Change Management |
| Engineering Contract Management |
| Engineering Project Management |
| Engineering Safety and Security Standards |
| Engineering Standards Audit and Assessment |

National Occupational Standard Code: [SBTRL05-009V01]



| |
|---|
| Hazard and Risk Control and Policy Management |
| Manpower Planning |
| Process Improvement and Optimization |
| Stakeholder Management |
| Standard Operating Procedures Development |



OPERATIONS AND MAINTENANCE ASSISTANT MANAGER

Sector: **Transport and Logistics**

Job Family: **Airport Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Operations and Maintenance Assistant Manager is responsible for supporting the efficient and effective operations and maintenance of airport infrastructure and facilities. They assist the Operations and Maintenance Manager in overseeing various operational and maintenance activities, ensuring compliance with safety and regulatory requirements, and optimizing the functionality and reliability of airport assets. They collaborate with internal teams, contractors, and other stakeholders to enhance operational performance and maintain a high level of service.

| Key Tasks |
|--|
| Assist in coordinating and responding to emergency situations, such as equipment failures. |
| Assist in developing and implementing preventive and corrective maintenance plans to optimize the reliability and lifespan of airport assets. |
| Assist in managing and coordinating day-to-day operations and maintenance activities at the airport, including buildings, runways, taxiways, aprons, and other infrastructure. |
| Assist in managing maintenance budgets, monitoring expenditures, and identifying cost-saving opportunities. |
| Assist in providing training and guidance to operations and maintenance staff. |
| Collaborate with contractors and service providers to ensure timely and efficient delivery of maintenance services. |
| Monitor and analyze operational data and performance metrics to identify trends, issues, and areas for improvement. |
| Support the implementation and enforcement of safety and regulatory procedures in accordance with applicable standards and guidelines. |
| Support the implementation of asset management systems to track and maintain accurate records of airport assets. |

| Core Skills | Level |
|----------------------------|--------------|
| Building Inclusivity | Intermediate |
| Collaboration and Teamwork | Advanced |
| Empathy | Advanced |
| Numeracy | Intermediate |
| Planning and Organizing | Advanced |
| Problem Solving | Advanced |

| Technical Skills |
|--|
| Airfield Civil Infrastructure Maintenance and Design |
| Airfield Specialized Systems Maintenance and Design |
| Airport Infrastructure and Facilities Maintenance and Design |
| Airport Operations Management |
| Business Negotiation |
| Engineering Contract Management |



| |
|---|
| Engineering Project Management |
| Engineering Safety and Security Standards |
| Engineering Standards Audit and Assessment |
| Hazard and Risk Control and Policy Management |
| Manpower Planning |
| Process Improvement and Optimization |
| Stakeholder Management |
| Standard Operating Procedures Development |



SENIOR OPERATIONS AND MAINTENANCE OFFICER

Sector: **Transport and Logistics**

Job Family: **Airport Management**

Regulator: **Ministry of Transportation and Telecommunications - Civil Aviation Affairs**

Licensing Requirements: **As per the Regulator requirements (Ministry of Transportation and Telecommunications - Civil Aviation Affairs)**

Job Description

The Senior Operations and Maintenance Officer evaluates maintenance defects and proposes the maintenance courses of action for airport equipment and operations. They also oversee the preparation of schedules for terminal building and airfield maintenance and monitor the performance of contractors and consultants against established project Key Performance Indicators (KPIs). Furthermore, they analyze test results of defects and take appropriate actions to rectify them. Their role comprises writing technical specifications and scope of work for project tenders. Besides working closely with third-party service providers and ensuring all procedures conform to regulatory and safety standards of the organization, the Senior Operations and Maintenance Officer has a sound comprehension of technical drawings, specifications and requirements to perform maintenance works and conduct safety checks.

Key Tasks

Analyze test results to identify defects in airfield specialized systems and examine defects or faults related to airfield maintenance operations.

Assess performance standards of airfield specialized systems and identify additional maintenance needs.

Carry out safety and security checks in the workplace and enforce compliance of safety and security standards in the workplace.

Determine the extent and impact of defects on overall operations and take appropriate actions to rectify defects identified.

Investigate root causes of breaches in safety and security standards.

Maintain documentation and records to facilitate accurate and timely audits.

Monitor contractors' and consultants' progress against established project Key Performance Indicators (KPIs).

Plan schedules for airfield maintenance works.

Supervise the work of contractors and consultants to ensure adherence to project schedules and safety procedures including the review of maintenance works performed by external contractors to ensure completion of tasks assigned.

Write technical specifications and scope of work for project tenders and support the development of tender specifications for engineering projects and Prepare documentation to support capital replacement project tenders.

Core Skills

Level

Collaboration and Teamwork

Intermediate

Critical Thinking

Intermediate

Technical Skills

Airfield Civil Infrastructure Maintenance and Design

Airfield Specialized Systems Maintenance and Design



| | |
|------------------|--------------|
| Digital Literacy | Intermediate |
| Empathy | Intermediate |
| Initiative | Intermediate |
| Problem Solving | Intermediate |

| |
|---|
| Airport Infrastructure and Facilities Maintenance and Design |
| Airport Operations Management |
| Engineering Contract Management |
| Engineering Project Management |
| Engineering Safety and Security Standards |
| Engineering Standards Audit and Assessment |
| Hazard and Risk Control and Policy Management |
| Process Improvement and Optimization |
| Stakeholder Management |



OPERATIONS AND MAINTENANCE OFFICER

Sector: **Transport and Logistics**

Job Family: **Airport Management**

Regulator: **Ministry of Transportation and Telecommunications - Civil Aviation Affairs**

Licensing Requirements: **As per the requirements of Ministry of Transportation and Telecommunications - Civil Aviation Affairs**

Job Description

The Operations and Maintenance Officer is responsible for the inspection and maintenance of airport terminal building and airfield surfaces and specialized systems in accordance with Standard Operating Procedures (SOPs). They compile and produce status reports on airport terminal building and airfield systems and collaborates with third-party service providers to execute maintenance works. They also carry out precautionary measures to ensure safety of the teams and escalate reports of safety and security breaches to relevant authorities. Besides working closely with third-party service providers and ensuring all procedures conform to regulatory and safety standards of the organization, the Operations and Maintenance Officer has a good understanding of technical drawings, specifications and requirements in order to perform maintenance and conduct safety checks.

| Key Tasks |
|---|
| Assess service level conditions of airport equipment and facilities. |
| Carry out planned tasks according to project schedules and compile progress reports for higher authorities. |
| Carry out required airfield maintenance works with external contractors. |
| Compile test results to produce status reports on airfield specialized systems. |
| Coordinate with contractors and consultants to deliver tasks according to project schedules. |
| Coordinate with contractors to compile documentation for audits and verify the accuracy of documentation. |
| Inspect airfield surfaces, systems and conditions according to procedures and carry out appropriate testing of airfield surfaces and systems. |
| Inspect performance of terminal building and airfield specialized systems according to Standard Operating Procedures (SOPs). |
| Interpret and follow safety and security standards for teams in the workplace and escalate reports of breaches to relevant authorities. |
| Monitor maintenance works carried out by external contractors. |

| Core Skills | Level |
|----------------------------|--------------|
| Adaptability | Intermediate |
| Collaboration and Teamwork | Basic |
| Critical Thinking | Intermediate |
| Digital Literacy | Basic |
| Initiative | Basic |
| Problem Solving | Intermediate |

| Technical Skills |
|--|
| Airfield Civil Infrastructure Maintenance and Design |
| Airfield Specialized Systems Maintenance and Design |
| Airport Infrastructure and Facilities Maintenance and Design |
| Airport Operations Management |
| Engineering Contract Management |
| Engineering Project Management |
| Engineering Safety and Security Standards |

National Occupational Standard Code: [SBTRL05-012V01]



| |
|---|
| Engineering Standards Audit and Assessment |
| Hazard and Risk Control and Policy Management |
| Human Factors Management |
| Process Improvement and Optimization |
| Stakeholder Management |



AIRPORT EMERGENCY MANAGER

Sector: **Transport and Logistics**

Job Family: **Airport Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Airport Emergency Manager oversees and manages the projection of manpower and resource needs of the airport emergency services department in the organization. They spearhead research projects on new emergency services technologies in collaboration with external agencies. To enhance the emergency operational capabilities of the airport, they source for and manage the acquisition of new equipment. They act as the point of contact to manage emergency exercise plans and emergency preparedness audits with external stakeholders. Not only do they handle issues impacting staff morale, they also are the driving force behind the change management initiatives for the organization. The Airport Emergency Manager has an in-depth knowledge of airport and aviation facilities and operations. They also have prior experience in the field of firefighting and rescue.

| Key Tasks |
|--|
| Address and manage issues impacting the morale of emergency services staff, ensuring a positive and motivated workforce. |
| Apply in-depth knowledge of airport and aviation facilities and operations to ensure that emergency services align with industry standards and regulations, including firefighting and rescue practices. |
| Coordinate and oversee emergency preparedness audits with external stakeholders, including regulatory agencies, to assess and enhance the airport's readiness for emergencies. |
| Drive change management initiatives within the organization, implementing improvements and adjustments to enhance emergency response and operational efficiency. |
| Oversee the projection of manpower and resource needs for the airport's emergency services department, ensuring adequate staffing and resources for emergency response. |
| Serve as the point of contact to develop and manage emergency exercise plans, ensuring that the airport is well-prepared for various emergency scenarios. |
| Source and manage the acquisition of new equipment to enhance the emergency operational capabilities of the airport, including firefighting and rescue equipment. |
| Spearhead research projects on new emergency services technologies and collaborate with external agencies to stay updated on industry best practices and advancements. |

| Core Skills | Level |
|----------------------------|----------|
| Collaboration and Teamwork | Advanced |
| Empathy | Advanced |
| Critical Thinking | Advanced |
| Planning and Organizing | Advanced |
| Problem Solving | Advanced |
| Numeracy | Advanced |

| Technical Skills |
|---|
| Accident and Incident Response Management |
| Airport Operations Management |
| Business Negotiation |
| Change Management |
| Crisis Communication and Media Management |
| Dangerous Goods Management |
| Emergency Response Planning |
| Fire Prevention and Firefighting |

National Occupational Standard Code: [SBTRL05-013V01]



| |
|---|
| Hazard and Risk Control and Policy Management |
| Manpower Planning |
| Personnel and Equipment Operational Readiness |
| Process Improvement and Optimization |



AIRPORT EMERGENCY ASSISTANT MANAGER

Sector: **Transport and Logistics**

Job Family: **Airport Management**

Regulator: **Ministry of Transportation and Telecommunications - Civil Aviation Affairs**

Licensing Requirements: **As per the Regulator requirements (Ministry of Transportation and Telecommunications - Civil Aviation Affairs)**

Job Description

The Airport Emergency Assistant Manager is responsible for assessing and evaluating airport safety and security needs and overseeing airport emergency operations. They oversee deploying manpower resources to incident sites and collaborating with the airport community to respond to incidents, accidents, and emergencies. Moreover, they coordinate external training for new equipment operations and develops workforce learning plans and on-the-job training programs. To prevent safety and security breaches, they enforce a strong safety and security culture in the workplace and recommend action plans.

| Key Tasks |
|---|
| Assess and evaluate airport safety and security needs, identifying areas that require attention and improvement. |
| Coordinate the deployment of manpower and resources to incident sites, ensuring a prompt and effective response. |
| Manage and coach a team, undertaking various training programs, activities, and assessments to ensure that the team is well-prepared for emergency response. |
| Operate advanced fire vehicles, vessels, and specialized firefighting equipment, when required for emergency response. |
| Organize and coordinate external training for new equipment operations, develop workforce learning plans, and implement on-the-job training programs to enhance emergency preparedness. |
| Oversee airport emergency operations, ensuring efficient deployment of manpower resources and coordination with the airport community during incidents, accidents, and emergencies. |
| Promote and enforce a strong safety and security culture in the workplace to prevent breaches and incidents, recommending action plans as needed. |
| Work in shifts and be prepared to travel to different airports and airbases when necessary, ensuring comprehensive emergency response coverage across various locations. |

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Advanced |
| Empathy | Advanced |
| Initiative | Intermediate |
| Planning and Organizing | Advanced |
| Problem Solving | Advanced |
| Numeracy | Intermediate |

| Technical Skills |
|---|
| Accident and Incident Response Management |
| Airport Operations Management |
| Airside Driving |
| Business Negotiation |
| Change Management |
| Crisis Communication and Media Management |
| Dangerous Goods Management |
| Emergency Response Planning |
| Fire Prevention and Firefighting |
| Hazard and Risk Control and Policy Management |
| Human Factors Management |

National Occupational Standard Code: [SBTRL05-014V01]



| |
|--|
| Manpower Planning |
| Personnel and Equipment Operational Readiness |



AIRPORT EMERGENCY SENIOR OFFICER

Sector: **Transport and Logistics**

Job Family: **Airport Management**

Regulator: **Ministry of Transportation and Telecommunications - Civil Aviation Affairs**

Licensing Requirements: **As per the Regulator requirements (Ministry of Transportation and Telecommunications - Civil Aviation Affairs)**

Job Description

The Airport Emergency Senior Officer coordinates the deployment of manpower to always ensure adequate emergency support. They act as vehicle commanders during emergency operations and oversee junior officers to administer emergency medical aid. To maintain and upkeep all firefighting and rescue equipment, they coordinate with Original Equipment Manufacturers (OEMs) and term contractors for equipment troubleshooting. Subsequently, they mentor and guide junior officers to excel in operational readiness tests administered by the organization and carry out safety and security checks in the airport.

| Key Tasks |
|---|
| Act as a vehicle commander during emergency operations, overseeing the effective use of emergency response vehicles and equipment. |
| Collaborate with Original Equipment Manufacturers (OEMs) and term contractors to troubleshoot and maintain firefighting and rescue equipment, ensuring functionality and readiness. |
| Conduct safety and security checks in the airport, identifying and addressing potential risks and ensuring compliance with safety standards. |
| Coordinate the deployment of manpower to ensure constant and adequate emergency support, maintaining readiness for immediate response. |
| Mentor and guide junior officers, supporting their development to excel in operational readiness tests and emergency response procedures. |
| Oversee junior officers and provide guidance for administering emergency medical aid to individuals in need during emergencies. |
| Possess a Class 3 driving license and Airfield Driving Permit (ADP) to operate advanced fire vehicles, vessels, and specialized firefighting equipment. |
| Work in shifts and be prepared to travel to different airports and airbases when necessary, ensuring comprehensive emergency response coverage across various locations. |

| Core Skills | Level |
|----------------------------|--------------|
| Building Inclusivity | Intermediate |
| Communication | Intermediate |
| Collaboration and Teamwork | Advanced |
| Empathy | Intermediate |
| Planning and Organizing | Advanced |
| Problem Solving | Advanced |

| Technical Skills |
|---|
| Accident and Incident Response Management |
| Airport Operations Management |
| Airside Driving |
| Crisis Communication and Media Management |
| Dangerous Goods Management |
| Emergency Response Planning |
| Fire Prevention and Firefighting |
| Hazard and Risk Control and Policy Management |
| Learning and Development |

National Occupational Standard Code: [SBTRL05-015V01]



| |
|---|
| Personnel and Equipment Operational Readiness |
| Process Improvement and Optimization |
| Stakeholder Management |



AIRPORT EMERGENCY OFFICER

Sector: **Transport and Logistics**

Job Family: **Airport Management**

Regulator: **Ministry of Transportation and Telecommunications - Civil Aviation Affairs**

Licensing Requirements: **As per the Regulator requirements (Ministry of Transportation and Telecommunications - Civil Aviation Affairs)**

Job Description

The Airport Emergency Officer executes emergency and security drills in the event of airport emergencies, incidents, or accidents. They operate vehicles and equipment during emergencies and provide initial emergency medical aid. Besides briefing airport stakeholders of their responsibilities in the event of emergencies, they conduct regular checks on the functionality of firefighting equipment and vehicles in the airport. In bids to maintain personnel operational readiness and pass the various operational readiness tests administered, they attend courses and training sessions. The Airport Emergency Officer reports to relevant authorities should breaches in safety and security occur.

| Key Tasks |
|--|
| Attend courses and training sessions to maintain personnel operational readiness, pass operational readiness tests, and stay updated on emergency response best practices. |
| Brief airport stakeholders on their responsibilities in the event of emergencies, ensuring a coordinated response from all parties involved. |
| Conduct regular checks on the functionality of firefighting equipment and vehicles in the airport to ensure they are in working order. |
| Execute emergency and security drills in response to airport emergencies, incidents, or accidents to ensure preparedness and effective response. |
| Operate vehicles and equipment during emergencies, responding promptly to mitigate risks and provide initial emergency medical aid when required. |
| Possess a Class 3 driving license and Airfield Driving Permit (ADP) to operate advanced fire vehicles, vessels, and specialized firefighting equipment. |
| Report any breaches in safety and security to relevant authorities and follow established protocols for incident reporting and documentation. |
| Work in shifts and be prepared to travel to different airports and airbases when necessary, ensuring coverage for emergency response across multiple locations. |

| Core Skills | Level |
|----------------------------|--------------|
| Adaptability | Basic |
| Collaboration and Teamwork | Intermediate |
| Communication | Intermediate |
| Critical Thinking | Basic |
| Initiative | Intermediate |
| Problem Solving | Intermediate |

| Technical Skills |
|---|
| Accident and Incident Response Management |
| Airport Operations Management |
| Airside Driving |
| Dangerous Goods Management |
| Emergency Response Planning |
| Fire Prevention and Firefighting |
| Hazard and Risk Control and Policy Management |
| Learning and Development |

National Occupational Standard Code: [SBTRL05-016V01]



| |
|---|
| Personnel and Equipment Operational Readiness |
| Process Improvement and Optimization |
| Stakeholder Management |



CHIEF / DIRECTOR OF FLIGHT OPERATIONS

Sector: **Transport and Logistics**

Job Family: **Airline Flight Operations**

Regulator: **N/A**

Licensing Requirements: **Airline Transport Pilot License (ATPL) with minimum of 10000 hours**

Job Description

The Chief / Director of Flight Operations is responsible for the strategic planning and execution of all flight operations activities. They ensure that all operations are conducted in accordance with regulatory requirements and company policies. They oversee the management of flight crews, flight schedules, and operational procedures. They also play a key role in decision-making, particularly in relation to safety, efficiency, and operational performance.

| Key Tasks |
|---|
| Ensure compliance with all relevant regulatory requirements and company policies. |
| Envision cabin transformation, and operational requirements. |
| Introduce innovative projects for fleet enhancement. |
| Lead the development and implementation of strategic plans for flight operations. |
| Liaise with other departments, such as maintenance and customer service, to ensure coordinated operations. |
| Make key operational decisions, particularly in relation to safety and efficiency. |
| Monitor and analyze flight operations data to identify areas for improvement and implement necessary changes. |
| Oversee all flight operations, including flight scheduling, crew rostering, and operational procedures. |
| Oversee the management of flight crews, including recruitment, training, and performance management. |
| Participate in safety and quality audits and implementing corrective actions as necessary. |
| Projecting the company as a leading organization in safety performance and standards. |
| Represent the airline at relevant external agencies. |

| Core Skills | Level |
|-------------------------|----------|
| Building Inclusivity | Advanced |
| Critical Thinking | Advanced |
| Empathy | Advanced |
| Initiative | Advanced |
| Numeracy | Advanced |
| Planning and Organizing | Advanced |

| Technical Skills |
|--|
| Airplane Flight Manual (AFM) / Flight Crew Operation Manual (FCOM) Proficiency |
| Crew Resource Management |
| Current Line Pilot |
| Data Analysis |
| European Union Aviation Safety Agency (EASA) / Bermuda Civil Aviation Authority (BCAA) Air Navigation Technical Regulations Compliance – Operations (ANTR-OPS) and Air Navigation Technical Regulations-Full Container Load (ANTR-FCL) Regulation Compliance |
| Flight Operations Management |
| Interdepartmental Coordination |
| Operational Decision-Making |
| People Management |
| Regulatory Compliance |

National Occupational Standard Code: [SBTRL06-001V01]



| |
|----------------------------------|
| Safety and Quality Auditing |
| Strategic Planning and Execution |



FLIGHT OPERATIONS SUPPORT MANAGER

Sector: **Transport and Logistics**

Job Family: **Airline Flight Operations**

Regulator: **N/A**

Licensing Requirements: **As per the regulator requirements**

Job Description

The Flight Operations Support Manager is responsible for managing and coordinating the support services that facilitate safe and efficient flight operations. This includes overseeing flight scheduling, crew rostering, flight planning, operational procedures, navigation services, operation engineering, flight dispatch, and operation publications. They work closely with flight crews, ground staff, air traffic control, and other relevant departments to ensure that all flights are operated safely, efficiently, and in compliance with regulatory requirements.

| Key Tasks |
|--|
| Coordinate with flight crews, ground staff, and air traffic control to facilitate smooth flight operations. |
| Liaise with other departments, such as maintenance and customer service, to ensure coordinated operations. |
| Monitor and analyze flight operations data to identify areas for improvement and implement necessary changes. |
| Oversee and participate in safety and quality audits and implement corrective actions as necessary. |
| Oversee crew rosters to ensure adequate staffing for all flights. |
| Oversee the planning and scheduling of flights to ensure safe / efficient operations. |
| Oversee, develop, and implement operational procedures in line with regulatory requirements and industry best practices. |
| Participate in incident management and operational decision-making in the event of disruptions or emergencies. |
| Responsible for major software / databases used for supporting the flight operations in term of selection, negotiations and contract initiation, for example Flight Planning System, Electronic Flight Bage (EFB), Aeronautical Information Manual (AIM) |

| Core Skills | Level |
|----------------------------|----------|
| Collaboration and Teamwork | Advanced |
| Communication | Advanced |
| Critical Thinking | Advanced |
| Numeracy | Advanced |
| Planning and Organizing | Advanced |
| Problem Solving | Advanced |

| Technical Skills |
|--------------------------------|
| Crew Resource Management |
| Data Analysis |
| Flight Operations Management |
| Incident Management |
| Interdepartmental Coordination |
| Operational Decision-Making |
| Regulatory Compliance |
| Safety and Quality Auditing |



FLIGHT OPERATION SUPPORT OFFICER / CREW PLANNER / CREW CONTROLLER / IOC CONTROLLER / NAVIGATION / OPERATION ENGINEER / FLIGHT DISPATCHER

Sector: **Transport and Logistics**

Job Family: **Airline Flight Operations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Flight Operation Support Officer / Crew Planner / Crew Controller / IOC Controller / Navigation / Operation Engineer / Flight Dispatcher plays a critical role in the Airline Flight Operations team, they are responsible for ensuring the smooth and efficient planning and execution of flight operations. They are involved in various aspects of flight operations, including crew planning, crew control, IOC control, navigation, operational engineering, and flight dispatch.

| Key Tasks |
|--|
| Address any issues or concerns impacting flight operations and flight planning. |
| Analyze flight schedules and crew rosters to ensure optimal utilization of resources. |
| Collaborate with other departments, such as maintenance and customer service, to ensure seamless operations. |
| Coordinate with the crew, ground services, and air traffic control to ensure smooth flight operations. |
| Develop and implement strategies to improve flight operations efficiency and safety. |
| Dispatch flights in accordance with regulatory requirements and company policies. |
| Evaluate aircraft performance and provide operational engineering support. |
| Monitor and control flight operations from the Integrated Operations Control (IOC) center. |
| Provide navigation support and guidance to flight crews. |

| Core Skills | Level |
|----------------------------|--------------|
| Communication | Intermediate |
| Collaboration and Teamwork | Intermediate |
| Digital Literacy | Intermediate |
| Planning and Organizing | Intermediate |
| Initiative | Intermediate |
| Empathy | Basic |

| Technical Skills |
|----------------------------------|
| Air Traffic Control Coordination |
| Aircraft Performance Analysis |
| Crew Resource Management |
| Flight Operations Management |
| Industry Trends Analysis |
| Interdepartmental Coordination |
| Navigation and Route Planning |
| Regulatory Compliance |
| Technology Application |



DOCUMENTATION & DATA ANALYSIS CONTROLLER / COMPLIANCE OFFICER / PUBLICATION OFFICER / FUEL EFFICIENCY OFFICER

Sector: **Transport and Logistics**

Job Family: **Airline Flight Operations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Documentation and Data Analysis Controller / Compliance Officer / Publication Officer / Fuel Efficiency Officer is responsible for ensuring the accuracy and completeness of all flight operations documentation. They are also responsible for analyzing flight operations data to identify trends, anomalies, and opportunities for improvement. They maintain accurate and complete flights operation documentations. They also collaborate across teams, presenting findings to senior management, ensuring alignment with regulations and refining process for efficiency.

| Key Tasks |
|--|
| Analyze flight operations data to identify trends, anomalies, and areas for improvement. |
| Collaborate with flight operations teams to ensure all documentation is up-to-date and compliant with regulatory requirements. |
| Collaborate with other departments, such as safety and quality assurance, to ensure alignment and compliance with company standards and regulations. |
| Continuously monitor and update documentation and data analysis processes to ensure efficiency and effectiveness. |
| Develop and implement data analysis methodologies and techniques to improve flight operations. |
| Prepare and present reports on data analysis findings and recommendations to senior management. |
| Review and verify the accuracy and completeness of all flight operations documentation. |

| Core Skills | Level |
|----------------------------|--------------|
| Adaptability | Intermediate |
| Collaboration and Teamwork | Advanced |
| Communication | Advanced |
| Critical Thinking | Intermediate |
| Digital Literacy | Intermediate |
| Literacy | Advanced |

| Technical Skills |
|---|
| Data Analysis |
| Flight Operations and Related Documentation |
| Regulatory Requirements |
| Stakeholder Management |
| Quality Assurance |



FLEET MANAGER

Sector: **Transport and Logistics**

Job Family: **Airline Flight Operations**

Regulator: **N/A**

Licensing Requirements: **As per the regulator requirements**

Job Description

The Fleet Manager is responsible for managing and coordinating the airline's fleet of aircraft. They ensure the efficient and safe operation of the fleet, oversee maintenance and repair activities, coordinate with various departments to optimize flight schedules and routes. They optimize flight operations, ensure compliance and they manage fleet operations, and oversee maintenance. They are knowledgeable of aircraft technology. They are experienced in developing procedures, managing budgets, training, and supervising staff in fleet operations.

| Key Tasks |
|---|
| Able to identify the root cause and find a workaround solution. |
| Analyze aircraft performance data to identify potential issues and implement solutions. |
| Knowledgeable with organization policies and Short Message Service (SMS) system. |
| Coordinate with manufacturers and vendors for aircraft acquisition, maintenance and repair. |
| Coordinate with various departments, such as flight operations, maintenance, and scheduling, to optimize flight schedules and routes. |
| Develop and implement policies and procedures to ensure efficient fleet operations. And regularly manage and implement the changes in them. |
| Develop and manage the fleet's budget and resources. |
| Ensure compliance with aviation regulations and standards related to fleet operations. |
| Manage and coordinate the operation of the airline's fleet of aircraft. |
| Oversee maintenance and repair activities to ensure the fleet's safety and reliability. |
| Stay updated with the latest trends and advancements in aircraft technology and fleet management. |
| Train and supervise fleet operations staff / trainers / pilots and oversee the development programs. |

| Core Skills | Level |
|----------------------------|----------|
| Building Inclusivity | Advanced |
| Collaboration and Teamwork | Advanced |
| Empathy | Advanced |
| Initiative | Advanced |
| Planning and Organizing | Advanced |
| Problem Solving | Advanced |

| Technical Skills |
|---|
| Aircraft Flight Manual (AFM) / Flight Crew Operating Manual (FCOM) Compliance |
| Aircraft Maintenance and Repair |
| Aviation Regulations and Standards |
| Budgeting and Resource Management |
| Current Line Pilot |
| Data Analysis |
| Fleet Management |
| Flight Operations Coordination |
| Regulatory Compliance |

National Occupational Standard Code: [SBTRL06-005V01]



| |
|--------------------------------------|
| Policy and Procedure Development |
| Staff Training and Supervision |
| Technology Application |
| Vendor and Manufacturer Coordination |



PILOT / CAPTAIN / SENIOR FIRST OFFICER / FIRST OFFICER / SECOND OFFICER

Sector: **Transport and Logistics**

Job Family: **Airline Flight Operations**

Regulator: **N/A**

Licensing Requirements: **As per the regulator requirements**

Job Description

The Pilot / Captain / Senior First Officer / First Officer / Second Officer is responsible for the operation of the aircraft, ensuring the safety and security of crew members, passengers, and freight on board. They provide guidance and support to the crew, oversee flight crew in manual flying, and make final decisions on overall flight operations and safety.

| Key Tasks |
|--|
| Assign flight roles and duties to flight crew and oversee flight execution briefings. |
| Attend pre-flight briefings and complete pre-flight checklists. |
| Collaborate with aircraft engineers to resolve aircraft defects. |
| Communicate with Air Traffic Control (ATC) and oversee flight crew in manual flying. |
| Communicate with passenger services department on passenger or boarding issues. |
| Conduct passenger announcements on turbulence and other safety issues. |
| Endorse and sign off incident or voyage reports and approve completed post-flight documentation. |
| Manage impact of hazards and risks on flight operations. |
| Mentor First Officers and supervise flight crew to set up flight decks. |
| Operate aircraft for take-off, cruise, and landing according to Air Traffic Control (ATC) instructions and Standard Operating Procedures (SOPs). |
| Review deviations from computerized flight plans and monitor aircraft performance during cruise. |

| Core Skills | Level |
|----------------------------|--------------|
| Adaptability | Intermediate |
| Collaboration and Teamwork | Intermediate |
| Communication | Advanced |
| Critical Thinking | Intermediate |
| Planning and Organizing | Intermediate |
| Problem Solving | Advanced |

| Technical Skills |
|---|
| Aircraft Cruise Operations |
| Aircraft Emergency Management |
| Aircraft Landing Operations |
| Aircraft Take-Off Operations |
| Dangerous Goods Management |
| Flight Deck Communications |
| Human Factors Management |
| Inclement Weather Operations and Planning |
| Post-Landing Operations |
| Pre-Flight Preparation |
| Technology Application |



SENIOR / CABIN CREW MANAGER

Sector: **Transport and Logistics**

Job Family: **Airline Flight Operations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Senior / Cabin Crew Manager lead establishing and maintaining service standards for cabin crew, besides overseeing the performance and compliance of cabin crew across the airline. The Senior / Cabin Crew Manager is responsible for monitoring performance, ensuring alignment with company policies and regulations, and confirming adherence to airline safety and security regulations.

| Key Tasks |
|--|
| Analyze customer needs to refine and introduce new airline services. |
| Design and implement structured training and development plans for cabin crew. |
| Develop and review policies for improved passenger service quality. |
| Drive organizational change and implement initiatives to improve productivity and service innovation. |
| Ensure efficient work process flows, procedures, and standards for cabin crew. |
| Foster partnerships with airport agencies, authorities, and other stakeholders. |
| Guide and advise staff on policy execution and operational changes. |
| Handle and investigate passenger complaints related to cabin crew. |
| Innovate and assess process flows for optimized cabin crew operations. |
| Manage cabin crew performance appraisals and growth opportunities and oversee their attendances, rostering, and resource management. |
| Oversee and enhance cabin crew performance and adherence to organizational standards. |
| Set and evaluate cabin crew service standards and performance metrics. |

| Core Skills | Level |
|----------------------------|--------------|
| Building Inclusivity | Advanced |
| Collaboration and Teamwork | Advanced |
| Communication | Advanced |
| Digital Literacy | Intermediate |
| Empathy | Advanced |
| Planning and Organizing | Intermediate |

| Technical Skills |
|---|
| Airline Operations Management |
| Business Negotiation |
| Cabin Crew Performance Management |
| Change Management |
| Crisis Communication and Media Management |
| Hazard and Risk Control and Policy Management |
| Human Factors Management |
| Manpower Planning |
| Service Branding and Coaching |
| Service Innovation |
| Stakeholder Management |
| Standard Operating Procedures Development |
| Technology Application |



CABIN CREW / CABIN SERVICE / MANAGER / CABIN SENIOR / FLIGHT ATTENDANT

Sector: **Transport and Logistics**

Job Family: **Airline Flight Operations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Cabin Crew / Cabin Service / Manager / Cabin Senior / Flight Attendant is dedicated to offering passengers top-notch service, ensuring both comfort and safety during flights. They are responsible for catering to various passenger needs, executing safety procedures in emergencies, handling in-flight sales, and maintaining the cleanliness of the cabin. They operate within a team setting, adhere to strict grooming standards, and are able to have multicultural interactions.

Key Tasks

Administer first aid and operate emergency equipment, such as defibrillators.

Assist passengers especially those with special needs and address in-flight queries.

Engage in continuous in-flight checks for passenger safety and security.

Ensure adherence to safety regulations including during emergencies and turbulence.

Monitor and maintain cabin hygiene throughout the flight.

Participate in pre-flight briefings and carry out pre-flight inspections of cabins and equipment.

Report and manage disruptive passenger behaviors.

Serve meals, refreshments, and conduct in-flight sales.

Core Skills

Level

| | |
|-----------------|--------------|
| Adaptability | Intermediate |
| Communication | Intermediate |
| Empathy | Basic |
| Initiative | Intermediate |
| Problem Solving | Intermediate |

Technical Skills

| |
|---|
| Accident and Incident Response Management |
| Airline Operations Management |
| Cabin Hygiene and Cleanliness |
| Cabin Safety Management |
| Food and Beverage Services |
| Human Factors Management |
| In-Flight Customer Services |
| In-Flight Emergency Management |
| Service Branding and Coaching |
| Service Excellence |
| Service Leadership |
| Stakeholder Management |
| Technology Application |



SALES SENIOR MANAGER / COUNTRY MANAGER

Sector: **Transport and Logistics**

Job Family: **Airline Commercial Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Sales Senior Manager / Country Manager in Airline Commercial Management, is responsible for leading operations, driving sales, ensuring customer satisfaction, and identifying growth opportunities. They also implement strategies, collaborate with stakeholders for smooth functioning, and guide service teams to align with airline standards. They establish service benchmarks and KPIs, along with driving business development through strategic partnerships. They focus on steering company success in the assigned area through strategy implementation, sales achievement, customer satisfaction, and industry partnership identification.

Key Tasks

Conduct in-depth analysis of service quality and customer satisfaction metrics to pinpoint specific areas for improvement, aiming for continual enhancement.

Execute service recovery actions aligned with the organization's customer service policies and goals, swiftly addressing any service-related setbacks.

Foster collaboration among departments to optimize resources, ensuring smooth operations and efficient allocation for maximum productivity.

Identify and resolve challenges or issues that could potentially impact the company's reputation or operational effectiveness in the designated territory, implementing timely solutions.

Provide comprehensive coaching and development programs to enhance staff competencies, fostering a growth-oriented work culture within the team.

Spearhead change management initiatives within the organization, guiding and leading teams through transitional phases for seamless adaptation.

Strategically devise, implement, and oversee sales strategies and business plans tailored to the assigned territory, ensuring alignment with overarching company objectives.

Utilize predictive analysis to forecast evolving customer needs, facilitating enhancements in service offerings and maintaining competitive edge.

| Core Skills | Level |
|----------------------------|----------|
| Adaptability | Advanced |
| Collaboration and Teamwork | Advanced |
| Critical Thinking | Advanced |
| Empathy | Advanced |
| Planning and Organizing | Advanced |
| Problem Solving | Advanced |

| Technical Skills |
|---|
| Airline Distribution Channel Strategies |
| Airline Marketing |
| Airline Operations Management |
| Business Development |
| Customer Relationship Management |
| Financial Management |
| Knowledge of Local laws and Regulations |

National Occupational Standard Code: [SBTRL07-001V01]



| |
|---|
| Market Research |
| Service Branding and Coaching |
| Stakeholder Management |
| Standard Operating Procedures Development |
| Strategic Planning |
| Team Management |



CUSTOMER SERVICES OFFICER

Sector: **Transport and Logistics**

Job Family: **Airline Commercial Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Customer Services Officer is responsible for providing specialized customer service, identifying customer preferences, needs, and expectations, and striving to exceed them. This role involves handling escalated customer requests, supervising the preparation of customer documentation, and meeting the needs of premium customers at service lounges. The Customer Services Officer is also responsible for adhering to safety and security standards in the workplace, mentoring other customer service officers, and possessing strong attention to detail for verifying and processing documentation.

Key Tasks

Act as mentor to junior officers.

Escalate reports of breaches in safety and security standards to relevant authorities.

Guide officers and new staff to perform day-to-day tasks.

Handle complex customer requests.

Identify customer preferences, needs and expectations.

Interpret and follow safety and security standards for teams in the workplace.

Meet the needs of premium customers at service lounges.

| Core Skills | Level |
|------------------|-------|
| Communication | Basic |
| Digital Literacy | Basic |
| Initiative | Basic |
| Problem Solving | Basic |

| Technical Skills |
|--|
| Airline Marketing |
| Airline Operations Management |
| Airport Operations Management |
| Call Centre Management |
| Change Management |
| Customer and Passenger Handling and Care |
| Customer Relationship Management |
| Customer Service Delivery |
| Human Factors Management |
| Innovation Management |
| Learning and Development |
| Market Research |
| Service Branding and Coaching |
| Stakeholder Management |
| Technology Application |



NETWORK PLANNING SENIOR MANAGER

Sector: **Transport and Logistics**

Job Family: **Airline Commercial Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Network Planning Senior Manager is responsible for negotiating traffic rights and developing short to mid-term network and aircraft fleet plans. This role involves collaborating with other managers to develop long-term plans, determining the impact of flight networks on aircraft fleet requirements, and managing the schedule planning processes. The Network Planning Senior Manager also negotiates commercial terms of contracts with stakeholders, attends world slot guideline conferences, and modifies products and services to meet customer needs.

| Key Tasks |
|---|
| Manage schedule planning processes and adhering to International Air Transport Association (IATA) guidelines. |
| Attend world slot guideline conferences to negotiate slot coordination. |
| Secure arrival and departure time slots based on flight schedules, aircraft turnaround activities, and airport constraints. |
| Manage airline slot portfolios through consultation with airports to improve existing slots and acquire new slots. |
| Participate in negotiations for traffic rights to new markets. |
| Implement strategies to enhance route profitability and agility of flight networks. |
| Collaborate with other managers to develop long-term plans and determine the impact of plans on fleet requirements. |
| Negotiate commercial terms of contracts with internal and external stakeholders. |

| Core Skills | Level |
|-------------------------|----------|
| Building Inclusivity | Advanced |
| Critical Thinking | Advanced |
| Planning and Organizing | Advanced |
| Initiative | Advanced |
| Communication | Advanced |
| Numeracy | Advanced |

| Technical Skills |
|---|
| Airline Distribution Channel Strategies |
| Airline Operations Management |
| Airline Revenue Management |
| Airport and Airline Economics |
| Business Development |
| Change Management |
| Data Analytics |
| Manpower Planning |
| Network Planning and Operations |
| Route Forecasting and Development |
| Scheduling and Slot Coordination |
| Stakeholder Management |
| Standard Operating Procedures Development |



NETWORK PLANNING MANAGER

Sector: **Transport and Logistics**

Job Family: **Airline Commercial Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Network Planning Manager is responsible for managing flight network planning processes, overseeing route studies, and analyzing the schedule capacity of other airlines using airline intelligence tools. This role involves designing flight schedules based on route profitability, airport constraints, and fleet constraints. The Network Planning Manager also mentors other analysts in the team and uses their exceptional analytical skills to synthesize information into business recommendations for the airline.

| Key Tasks |
|---|
| Conduct research on competitors and airport constraints to inform the proposal of new routes. |
| Develop on-the-job training programs, act as a mentor to analysts, and manage staff conflicts, grievances, and disputes. |
| Manage day-to-day flight scheduling activities, ensuring smooth operations. |
| Manage the flight network planning processes in collaboration with other departments. |
| Oversee route studies to determine the feasibility of new flight routes. |
| Perform scheduled performance analyses to identify underperforming rotations in the flight network. |
| Produce flight schedules considering factors such as estimated profitability of routes, airport constraints, and airlines' fleet constraints. |
| Propose strategies to mitigate the impact of micro- and macro-environmental trends and developments on flight networks. |

| Core Skills | Level |
|-------------------------|--------------|
| Planning and Organizing | Intermediate |
| Initiative | Intermediate |
| Communication | Advanced |
| Problem Solving | Advanced |
| Numeracy | Advanced |
| Digital Literacy | Intermediate |

| Technical Skills |
|---|
| Airline Distribution Channel Strategies |
| Airline Operations Management |
| Airline Revenue Management |
| Airport and Airline Economics |
| Data Analysis |
| Innovation Management |
| Learning and Development |
| Manpower Planning |
| Market Research |
| Network Planning and Operations |
| Route Forecasting and Development |
| Scheduling and Slot Coordination |
| Stakeholder Management |
| Standard Operating Procedures Development |
| Technology Application |



NETWORK PLANNING ANALYST

Sector: **Transport and Logistics**

Job Family: **Airline Commercial Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Network Planning Analyst is responsible for evaluating and recommending new route opportunities to expand airline networks and aircraft fleet. This role involves developing short-term network plans for the current and upcoming schedule seasons, conducting research to understand and review traffic rights and airport constraints of flight routes. The analyst also provides coaching, training, and feedback to junior analysts to improve their performance.

| Key Tasks |
|--|
| Ascertain impact of micro- and macro-economic trends and developments on airline flight networks. |
| Conduct research to review traffic rights and airport constraints of flight routes. |
| Determine new routes by reviewing competitors' strategies and financial positions. |
| Develop short-term network plans for current and upcoming schedule seasons. |
| Evaluate new route opportunities to grow airline networks and aircraft fleet. |
| Implement and coordinate timely schedule changes and processes with relevant departments and stakeholders. |
| Provide coaching and feedback to improve performance of junior analysts. |
| Provide on-the-job training to enhance capabilities of team members. |
| Recommend new route opportunities during discussions with internal stakeholders. |

| Core Skills | Level |
|-------------------|--------------|
| Communication | Intermediate |
| Critical Thinking | Intermediate |
| Digital Literacy | Intermediate |
| Initiative | Intermediate |
| Numeracy | Intermediate |
| Problem Solving | Intermediate |

| Technical Skills |
|---|
| Airline Distribution Channel Strategies |
| Airline Marketing |
| Airline Operations Management |
| Airline Revenue Management |
| Airport and Airline Economics |
| Business Development |
| Business Negotiation |
| Change Management |
| Data Analytics |
| Innovation Management |
| Learning and Development |
| Market Research |
| Network Planning and Operations |
| Route Forecasting and Development |
| Scheduling and Slot Coordination |
| Stakeholder Management |
| Technology Application |



HEAD OF OPERATIONS

Sector: **Transport and Logistics**

Job Family: **Bus Operations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Head of Operations leads a team within bus operations function in delivering a consistently reliable, safe, and punctual service across the bus network. They design and promote the delivery of the customer service strategy and provide strong leadership to the management team to enable them to consistently achieve excellence in customer service, safety and financial performance.

| Key Tasks |
|---|
| Achieve all company Key Performance Indicators, especially in relation to lost Kilometre translated into revenue. |
| Establish and maintain effective relationships with all external stakeholders, fostering strong local ties for the management team. |
| Integrate with other key departments to ensure customer service is well-represented and supported to achieve business objectives. |
| Lead the operations team to deliver a safe and reliable bus service. |
| Manage the Drivers team, including resourcing, training, and skills development across the function. |
| Provide leadership for the Fleet Management, Driver Management and Station Management units ensuring all company procedures are followed, confirming all drivers are safe to drive. |
| Support training delivery for all staff as appropriate and to build a strong team that has a successful and current succession plan. |
| Understand in-depth the current operation of stations and revenue protection and identify necessary changes for improving the efficiency, revenue generation, processes, and customer experience. |

| Core Skills | Level |
|-------------------------|----------|
| Communication | Advanced |
| Problem Solving | Advanced |
| Critical Thinking | Advanced |
| Planning and Organizing | Advanced |
| Digital Literacy | Advanced |

| Technical Skills |
|---|
| Bus Depot Operations |
| Bus Equipment and Systems Operation |
| Bus Interchange Operations |
| Bus Operations Control Management |
| Bus Service Route Operations Training and Development |
| Bus Vehicle Operations |
| Budgeting |
| Bus Regulatory Compliance |
| Business Continuity Planning |
| Crisis Management |
| Security Management |
| Stakeholder Management |
| Strategy Development |

National Occupational Standard Code: [SBTRL08-001V01]



| |
|--|
| Workplace and Facilities Safety Management |
| Workplace Traffic Safety Management |



STATION / DEPOT MANAGER

Sector: **Transport and Logistics**

Job Family: **Bus Operations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Station / Depot Manager is responsible for leading the Bus Depot team to ensure operational efficiency and the achievement of service delivery targets. This role involves reviewing operational plans, overseeing the implementation of bus depot operational procedures and activities, including manpower deployment, contingency management, and facilities maintenance. They are also accountable for vendor and budget management, ensuring the bus depot's compliance with regulatory and safety requirements, and the performance and development of the Bus Depot team.

Key Tasks

Act as a brand ambassador through excellent personal presentation standards and detailed product knowledge ensuring site and staff are presented to the highest standards at all time.

Champion safety, identifying and addressing concerns, enforcing safe working practices, and intervening to prevent unsafe actions. Conduct regular risk assessments for site working processes and ensure statutory safety requirements are met.

Communicate information to customers and staff and lead briefing and training sessions while contributing to business initiatives.

Demonstrate proficiency in using the relevant ticketing, operational systems, processes, and procedures to fulfill the role effectively.

Lead the delivery of exceptional customer service at all times, empowering the team to take ownership of customer issues and leverage their initiative and problem solving skills to consistently achieve positive outcomes.

Manage the performance of the team according to the company appraisal process to ensure that areas of concern are proactively challenged and addressed, while recognizing and acknowledging role model performance.

Provide comprehensive management support to staff, fostering their growth through development, training, and coaching while ensuring seamless site operations and leading effective service delivery.

Core Skills

Level

| | |
|-----------------|--------------|
| Communication | Advanced |
| Empathy | Advanced |
| Initiative | Intermediate |
| Problem Solving | Intermediate |

Technical Skills

| |
|--|
| Bus Garage Management |
| Bus Regulatory Compliance |
| Bus Station Operations |
| Bus Vehicle Operations |
| Change Management |
| Continuous Improvement Management |
| Crisis Management |
| Customer Relationship Management |
| Health and Fatigue Risk Management |
| Manpower Planning and Deployment |
| Organizational Planning and Target Setting |

National Occupational Standard Code: [SBTRL08-002V01]



| |
|---------------------|
| Report Writing |
| Security Management |
| Service Excellence |



STATION OFFICER

Sector: **Transport and Logistics**

Job Family: **Bus Operations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Station Officer plays a crucial role in ensuring the smooth and efficient operation of bus stations. They are the front-line representatives of the bus transportation system, providing exceptional customer service to passengers. They play a pivotal role in maintaining the overall success of the bus transportation system by overseeing a range of critical responsibilities.

| Key Tasks |
|---|
| Act as a brand ambassador through excellent personal presentation standards and detailed product knowledge. |
| Address customer concerns and resolving issues to their satisfaction, fostering positive customer relationships. |
| Champion safety, highlighting any areas of concern and ensuring safe working practices are adhered to, and proactively intervening to prevent unsafe actions from occurring, and assist with the safe co-ordination of buses and vehicles, ensuring that only those which are permitted in the station area are given access. |
| Provide support and assistance to customers, colleagues and driving staff proactively. |
| Supervise station staff, providing guidance, and ensuring they perform their duties effectively. |

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Intermediate |
| Communication | Advanced |
| Empathy | Advanced |
| Problem Solving | Intermediate |

| Technical Skills |
|------------------------------------|
| Bus Regulatory Compliance |
| Bus Station Operations |
| Bus Vehicle Operations |
| Continuous Improvement Management |
| Crisis Management |
| Customer Relationship Management |
| Health and Fatigue Risk Management |
| Report Writing |
| Service Excellence |



DRIVER MANAGER

Sector: **Transport and Logistics**

Job Family: **Bus Operations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Driver Manager delivers an efficient and reliable bus service through effective leadership, teamwork, and control of resources. They lead the Operational Supervisory, and Drivers' teams to deliver a safe, consistent, and reliable service. They collaborate regularly with the Engineering team to ensure seamless and efficient service delivery.

| Key Tasks |
|--|
| Ensure all drivers are safe and competent to drive. |
| Follow safety regulations and all company policies and procedures. Understand and adhere to the company's contractual obligations (e.g. contracted and tendered services) and remedy any causes of non-compliance. |
| Lead the process of thorough vehicle and driver accidents investigations to identify and record root cause and preventive actions. Ensure all data is stored according to the company requirement and perform regular data analysis. |
| Manage drivers including risk profile, conduct, attendance, timekeeping, standards and development, by following all relevant policies and procedures, such as: Speed Management, Driver Monitoring, Drivers Performance Management, Driving Evaluation. |
| Manage the Traffic Controllers to ensure cost effective staff utilization, scheduling efficiency, leave of absence and overtime allocation and to maintain accurate personnel records. Monitor and manage staff sickness and attendance. |
| Support the team in investigating all feedback recorded on the system, perform regular data analysis and work with wider team to improve performance of the company. |
| Work with key staff to ensure all services operate at a high standard and in accordance with set reliability targets, identifying and implementing solutions where targets are not being met, and seek to minimize lost Kilo Meters wherever possible. |
| Work with other departments, to ensure all accidents are recorded as per company procedure and comprehensively investigated. Attend major incidents outside of normal working hours if and where required. |

| Core Skills | Level |
|-------------------------|--------------|
| Communication | Advanced |
| Empathy | Advanced |
| Planning and Organizing | Advanced |
| Problem Solving | Intermediate |

| Technical Skills |
|--|
| Budgeting |
| Bus Regulatory Compliance |
| Bus Vehicle Operations |
| Crisis Management |
| Customer Relationship Management |
| Manpower Planning and Deployment |
| Organizational Planning and Target Setting |
| Report Writing |

National Occupational Standard Code: [SBTRL08-004V01]



| |
|---|
| Security Management |
| Service Excellence |
| Staff Performance Management |
| Workplace Safety and Health Culture Development |



DRIVER OFFICER / INSPECTOR

Sector: **Transport and Logistics**

Job Family: **Bus Operations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Driver Officer / Inspector is responsible for the quality-of-service delivery, guaranteeing the safe, punctual, and reliable operation of buses. This is accomplished through exceptional customer service, comprehensive revenue protection measures, meticulous accident investigations, and rigorous driver performance monitoring. They address all operational challenges promptly and maintain effective communication with Traffic and Fleet Management.

Key Tasks

Communicate in a clear, precise and approachable manner, both in writing and verbally, to relay messages and to openly encourage genuine two-way communication. To ensure efficient communication, delivery of published services and swift channeling of emergency requirements.

Engage in routine revenue protection duties, attend potential or actual incidents to stop or minimize loss, theft, vandalism to company property, or assault to company employees.

Ensure excellent customer care is delivered. Be fully aware of, and enforce quality standards to ensure the delivery of a quality product to the customer. As well as promote a positive company image when communicating with customers.

Oversee service at Depots, Stations and Garages when instructed, ensuring Vehicle Component Rotation's are completed correctly by Drivers.

Provide clear guidelines at planned and / or unplanned diversions and to explain routes to drivers requiring guidance.

Take appropriate monitoring and corrective actions with drivers by ensuring timetable adherence, correct uniform at all times, reporting less than satisfactory driving standards, and to identify potential safety / insurance risks.

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Intermediate |
| Communication | Intermediate |
| Empathy | Advanced |
| Initiative | Intermediate |

| Technical Skills |
|------------------------------------|
| Bus Depot Operations |
| Bus Garaging |
| Bus Regulatory Compliance |
| Continuous Improvement Management |
| Crisis Management |
| Health and Fatigue Risk Management |
| Manpower Planning and Deployment |
| Report Writing |
| Security Management |



DRIVER TRAINER

Sector: **Transport and Logistics**

Job Family: **Bus Operations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Driver Trainer is responsible of providing effective and professional training to drivers, including classroom delivery, behind-the-wheel training, route learning and support the driver assessment at the recruitment stage. They are responsible for training new drivers, providing ongoing coaching and development to existing drivers and ensuring they deliver exceptional customer service and operate buses safely, efficiently, and punctually.

| Key Tasks |
|---|
| Ensure all paperwork is duly completed and that all driver trainees are given constructive feedback on a regular basis. |
| Review driver training material based on experience and best practice. |
| Support bus driver recruitment through the effective assessment of driver candidates. |
| Support new drivers in all aspects of their induction and initial training including classroom, behind the wheel. In addition to route learning and general bus operations procedures. |
| Work closely with data controller to ensure all procedures are adhered to, in relation to training records. |
| Work with the Training Team to deliver skills training required under the Competency Management System, and act as a lead figure in the successful delivery of appropriate driving assessments. |

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Intermediate |
| Communication | Advanced |
| Critical Thinking | Advanced |
| Initiative | Advanced |

| Technical Skills |
|------------------------------------|
| Bus Regulatory Compliance |
| Bus Station Operations |
| Change Management |
| Continuous Improvement Management |
| Customer Relationship Management |
| Health and Fatigue Risk Management |
| Manpower Planning and Deployment |
| Report Writing |
| Service Excellence |



FLEET MANAGER

Sector: **Transport and Logistics**

Job Family: **Bus Operations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Fleet Manager ensures a smooth operation and cost-effectiveness of the diverse vehicle fleet. They lead a team of drivers, overseeing all aspects of vehicle acquisition, maintenance, deployment, and compliance. They strategically manage and plan service disruptions and engage in activities related to logistics and budget management. They generally manage the bus fleets to ensure that company punctuality and service targets are met.

| Key Tasks |
|---|
| Develop and establish appropriate operational targets to aid improved operational efficiency and performance. |
| Investigate Key Performance Indicators in respect of reliability, punctuality, kilometers travelled and timetable gap levels, taking appropriate remedial action, and learning from past incidents. |
| Manage the resourcing and rostering of the team. |
| Maximize the use of technology to create effectiveness and efficiency. |
| Provide the team with effective people management including recruitment, coaching, performance management and discipline. |
| Take the lead on escalated incidents where there is service disruption ensuring that the most commercial, safe and effective decision is taken. |

| Core Skills | Level |
|-------------------------|--------------|
| Adaptability | Intermediate |
| Communication | Advanced |
| Critical Thinking | Advanced |
| Digital Literacy | Intermediate |
| Planning and Organizing | Advanced |

| Technical Skills |
|--|
| Bus Depot Operations |
| Bus Regulatory Compliance |
| Business Continuity Planning |
| Continuous Improvement Management |
| Crisis Management |
| Data and Statistical Analytics |
| Health and Fatigue Risk Management |
| Manpower Planning and Deployment |
| Organizational Planning and Target Setting |
| Security Management |
| Project Management |
| Staff Performance Management |
| Technology Application |
| Strategy Implementation |
| Service Excellence |



CONTROLLER

Sector: **Transport and Logistics**

Job Family: **Bus Operations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Controller supports the delivery of the daily services, always ensuring effective control and regulation of bus services, and that effective decisions are made during times of service disruption.

| Key Tasks |
|---|
| Construct effective reports to management in regards to service reliability and driver conduct. |
| Ensure company, client requirements and legislative regulations are adhered to in relation of the bus service operation. |
| Manage any disruption to service making appropriate decisions which resolve issues safely and quickly. |
| Manage communication with cross-functional teams. |
| Monitor the efficiency of services operated and ensure that appropriate action is taken to rectify any problems via Fleet Management System / or other means to ensure efficient reliable service delivery. |
| Operate and manage the Radio System. |
| Provide the link between the Traffic Office and engineering / stations. |
| Support drivers in times of disruption or during emergency situations. |
| Work with key staff and Customer Service Managers to ensure all services operate to a high standard and in accordance with set reliability targets to identify and implement solutions where targets are not being met. |

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Advanced |
| Communication | Advanced |
| Planning and Organizing | Intermediate |
| Literacy | Intermediate |

| Technical Skills |
|------------------------------------|
| Bus Regulatory Compliance |
| Bus Vehicle Operations |
| Change Management |
| Crisis Management |
| Customer Relationship Management |
| Health and Fatigue Risk Management |
| Radio Communication |
| Report Writing |
| Security Management |
| Service Excellence |



QUALITY ASSURANCE MANAGER

Sector: **Transport and Logistics**

Job Family: **Bus Operations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Quality Assurance Manager focuses on providing extensive support to the quality function within the company, promoting and integrating International Standards of Quality, Health, Safety, and Environment standards into every aspect of the business. They also provide project administration for quality improvement projects, regular quality report and ongoing administration of Transport Management Systems.

| Key Tasks |
|---|
| Assist the operations of the company by tracking, documenting, and reporting quality levels as well as environmental, and health and safety Key Performance Indicators. |
| Investigate reports of safety and quality issues and ensure resolution in accordance with company guidelines and regulatory requirements. |
| Monitor risk-management procedures and reports issues to higher management. |
| Provide training and support to Quality, Health, Safety, and Environment team members that covers systems, policies, procedures, and core processes. |
| Support the development of Quality, Health and Safety policies and procedures to ensure safe work practices. |

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Advanced |
| Communication | Advanced |
| Critical Thinking | Intermediate |
| Initiative | Advanced |

| Technical Skills |
|---|
| Bus Depot Operations |
| Bus Regulatory Compliance |
| Bus Service Operations Training and Development |
| Business Continuity Planning |
| Business Performance Management |
| Change Management |
| Continuous Improvement Management |
| Data and Statistical Analytics |
| Health and Fatigue Risk Management |
| Organizational Planning and Target Setting |
| People Development |
| Report Writing |
| Security Management |
| Workplace and Facilities Safety Management |
| Health, Safety, and Environment Standards |



SAFETY & QUALITY OFFICER

Sector: **Transport and Logistics**

Job Family: **Bus Operations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Safety & Quality Officer provides extensive support to the Quality, Health, Safety, and Environment function, promoting and integrating international standards of Quality, Health, Safety, and Environment into every aspect of the business. They perform a variety of tasks in support of specific areas of Quality, Health, Safety and Environment mainly focusing on the compliance and maintenance of Quality and Safety Management System.

| Key Tasks |
|---|
| Communicate Quality, Health, Safety, and Environment updates to the organization. |
| Conduct necessary monitoring process to ensure the policy and procedure are followed across the company as per Standard Operating Procedures. |
| Develop Standard Operating Procedures for the process internally. |
| Liaise with certification bodies to ensure audits are conducted and corrective actions are implemented. |
| Manage documented information in compliance with the International Organization for Standardization standard requirements. |
| Monitor and update the document control register on minor updates of policies and procedures. |
| Play an active role in associated accreditation processes and coordinate requirements of Health and Safety. |
| Support the development of Quality, Health, Safety, and Environment policies and procedures to ensure safe work practices. |

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Intermediate |
| Communication | Advanced |
| Critical Thinking | Intermediate |
| Planning and Organizing | Intermediate |

| Technical Skills |
|---|
| Bus Depot Operations |
| Bus Regulatory Compliance |
| Bus Service Operations Training and Development |
| Risk Management |
| Change Management |
| Continuous Improvement Management |
| Data and Statistical Analytics |
| Health and Fatigue Risk Management |
| Project Management |
| Report Writing |
| Security Management |
| Workplace and Facilities Safety Management |
| Health, Safety and Environment Standards |



HEAD OF NETWORK AND PLANNING

Sector: **Transport and Logistics**

Job Family: **Bus Operations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Head of Network and Planning ensures the effective planning, timetabling, and scheduling of the network for regular services, as well as changes made on a planned and ad-hoc basis, also provides a key liaison with the management over network design and operation. They are focused on business / contract relations, and performance analysis. They collaborate regularly with the cross-functional team to meet the client's requirements.

| Key Tasks |
|--|
| Assist in the analysis of data from punctuality monitoring systems in order to provide feedback into the production of future schedules. |
| Conduct regular reviews of all routes and schedules, making recommendations for improvement. |
| Create effective schedules which deliver the requirements of the contract with the client. |
| Deliver revised scheduling arrangements in a timely manner to enable effective implementation. |
| Develop and establish appropriate operational targets to aid improved operational efficiency and performance. |
| Develop effective staff rosters which maximize productivity, in line with the drivers' hours rules. |
| Liaise with all external stakeholders ensuring self and management team develop effective local relations. |
| Maintain schedule data within the schedule's software and produce schedules, mileage reports and fare charts as required. |
| Use schedules systems to produce data for real-time information, ticket machine and depot allocation systems. |

| Core Skills | Level |
|----------------------------|----------|
| Collaboration and Teamwork | Advanced |
| Communication | Advanced |
| Planning and Organizing | Advanced |
| Critical Thinking | Advanced |
| Digital Literacy | Advanced |
| Numeracy | Advanced |

| Technical Skills |
|---|
| Budgeting |
| Bus Depot Operations |
| Bus Equipment and Systems Operation |
| Bus Fare Management |
| Bus Interchange Operations |
| Bus Operations Control Management |
| Bus Regulatory Compliance |
| Bus Service Route Operations Training and Development |
| Bus Vehicle Operations |
| Business Continuity Planning |
| Change Management |
| Health, Safety and Environment Standards Management |
| Manpower Planning and Management |
| Project Management |

National Occupational Standard Code: [SBTRL08-011V01]



| |
|----------------------|
| Security Management |
| Strategy Development |



NETWORK AND PLANNING MANAGER

Sector: **Transport and Logistics**

Job Family: **Bus Operations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Network and Planning Manager ensures the effective planning, timetabling, and scheduling of the network for regular services, as well as changes made on a planned and ad-hoc basis. They also act as a key liaison with the relevant authorities and regulators over network design and operations.

| Key Tasks |
|---|
| Conduct regular reviews of all routes and schedules, making recommendations for improvement. |
| Deliver revised scheduling arrangements in a timely manner to enable effective implementation. |
| Develop effective staff rosters which maximizes productivity, in line with the drivers' hours rules. |
| Ensure that reporting required for the franchise requirements is undertaken from the planning and scheduling Inoframtion Technology System. |
| Produce associated documentation, such as vehicle and driver working graphs, output sheets working timetables and route maps to aid. |

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Advanced |
| Critical Thinking | Intermediate |
| Planning and Organizing | Advanced |
| Problem Solving | Advanced |

| Technical Skills |
|---|
| Bus Depot Operations |
| Bus Equipment and Systems Operation |
| Bus Fare Management |
| Bus Interchange Operations |
| Bus Operations Control Management |
| Bus Regulatory Compliance |
| Bus Service Route Operations Training and Development |
| Bus Vehicle Operations |
| Business Continuity Planning |
| Change Management |
| Crisis Management |
| Data and Statistical Analytics |
| Health and Fatigue Risk Management |
| Manpower Planning and Management |
| Project Management |
| Security Management |
| Health, Safety and Environment Standards Management |



TECHNOLOGY AND MIS OFFICER

Sector: **Transport and Logistics**

Job Family: **Bus Operations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Technology and Management Information System Officer (MIS) plays a critical role in driving technological advancements and optimizing Management Information Systems to enhance the efficiency and effectiveness of bus transport operations. Collaboratively, they analyze needs, evaluate solutions, and implement technologies that optimize bus transport. They manage data, troubleshoot technical glitches, enforce security, and keep systems humming, ensuring smooth operations and informed decision-making.

| Key Tasks |
|--|
| Collaborate with cross-functional teams to identify, evaluate, and implement technology solutions that enhance bus transport operations. |
| Collaborate with vendors and internal Information Technology teams to troubleshoot and resolve technical issues. |
| Develop and maintain Management Information System frameworks to track and analyze Key Performance Indicators related to bus transport operations. |
| Ensure compliance with relevant data protection regulations and standards. |
| Generate timely and accurate reports to support data-driven decision-making processes. |
| Identify opportunities for process improvement within bus transport operations using technology. |
| Implement and enforce data security protocols to safeguard sensitive information related to bus transport operations. |
| Oversee the integration of technology systems to improve efficiency, accuracy, and overall performance. |
| Provide ongoing maintenance and support for technology systems, addressing issues promptly to minimize downtime. |

| Core Skills | Level |
|------------------|--------------|
| Adaptability | Basic |
| Digital Literacy | Advanced |
| Initiative | Basic |
| Problem Solving | Intermediate |

| Technical Skills |
|---------------------------------------|
| Analytical Tools |
| Basic Programming Language |
| Bus Equipment and Systems Operation |
| Data Analysis |
| Data Workflow Methodology |
| Database Management |
| Information Technology Infrastructure |
| Network and Infrastructure |



NETWORK PLANNER

Sector: **Transport and Logistics**

Job Family: **Bus Operations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Network Planner plays a pivotal role in the success of bus transportation system. They analyze patronage and revenue trends, assess competitive landscapes, and recommend strategic enhancements to optimize performance, profitability and passenger satisfaction. They also ensure the effective planning, timetabling and scheduling of the network for regular services, as well as changes made on a planned and ad-hoc basis. They analyze opportunities to better match service provision to passenger demand and improve service reliability.

| Key Tasks |
|---|
| Analyse and review patronage and revenue trends and recommend enhancements. |
| Assess opportunities to improve performance, grow profitability, and provide schedule data to support operational and Information Technology Systems. |
| Collaboration with the marketing team on the creation of route maps, timetables and other information. |
| Manage the creation of effective bus workings based on vehicle allocation and driver allocation requirements and limitations. |
| Participate in planning bus provision for major events or circumstances. |
| Review journey time and punctuality data to adjust timetables to improve reliability. |
| Set timetables and schedule route planning following best practice network planning guidelines. |
| Work and collaborate with the operations team to identify and address poor-performing routes. |

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Intermediate |
| Digital Literacy | Advanced |
| Planning and Organizing | Advanced |
| Problem Solving | Advanced |

| Technical Skills |
|---|
| Bus Depot Operations |
| Bus Equipment and Systems Operation |
| Bus Fare Management |
| Bus Interchange Operations |
| Bus Operations Control Management |
| Bus Regulatory Compliance |
| Bus Service Route Operations Training and Development |
| Bus Vehicle Operations |
| Data and Statistical Analytics |
| Manpower Planning and Deployment |
| Project Management |



SCHEDULER

Sector: **Transport and Logistics**

Job Family: **Bus Operations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Scheduler assists the Network and Planning Manager in the creation of running time reports, timetables, bus workings, driver duties. They identify opportunities to better match service provision to passenger demand and improve service reliability.

| Key Tasks |
|--|
| Analyze the market competition and recommend actions. |
| Analyze journey time and punctuality data to adjust timetables in order to improve reliability. |
| Analyze patronage and revenue trends to recommend enhancements. |
| Evaluate, design, implement and review schemes which fulfil opportunities identified by the Network Planner to improve performance and grow profitability. |
| Plan bus provision for major events or circumstances. |
| Participate in project management activities and collaborate with project teams. |
| Recognize opportunities to better meet passenger demand. |
| Work with local management to address poor-performing routes. |

| Core Skills | Level |
|-------------------------|-------|
| Communication | Basic |
| Critical Thinking | Basic |
| Initiative | Basic |
| Planning and Organizing | Basic |

| Technical Skills |
|---|
| Bus Depot Operations |
| Bus Regulatory Compliance |
| Bus Service Route Operations Training and Development |
| Continuous Improvement Management |
| Crisis Management |
| Data and Statistical Analytics |
| Health and Fatigue Risk Management |
| Project Management |
| Security Management |
| Strategy Planning |
| Technology Application |



LANDSIDE OPERATIONS MANAGER

Sector: **Transport and Logistics**

Job Family: **Land Road Operations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Landside Operations Manager is responsible for managing and coordinating all landside operations, including traffic flow, parking, ground transportation, and terminal operations. They ensure that all operations comply with safety and security regulations and all logistics operational standards. They also work closely with other departments, such as security, maintenance, and customer service, to ensure seamless and efficient operations.

| Key Tasks |
|--|
| Coordinate with internal stakeholders to ensure seamless and efficient operations. |
| Develop and implement operational policies and procedures. |
| Ensure compliance with Health, Safety and Security regulations and standards. |
| Ensure high levels of customer service and satisfaction. |
| Identify and address operational issues and challenges. |
| Manage the Landside / Yard Operations team, including hiring, training, and regular performance evaluation. |
| Monitor and report on operational performance and metrics. |
| Oversee the daily operations of landside activities, including traffic flow, parking, and ground transportation and responsible for managing and coordinating with Operations Supervisor and Yard Operations Supervisor. |

| Core Skills | Level |
|----------------------------|--------------|
| Building Inclusivity | Advanced |
| Collaboration and Teamwork | Advanced |
| Communication | Advanced |
| Empathy | Advanced |
| Initiative | Intermediate |
| Literacy | Intermediate |

| Technical Skills |
|---|
| Customer Service |
| Health, Safety and Environment Practices and Procedures |
| Enterprise Resource Planning systems (i.e. Oracle, SAB, Google Workspace, Accounting Systems) |
| Operations Management |
| Policy Development and Implementation |
| Regulatory Compliance |
| Reporting and Performance Monitoring |
| Stakeholder Management |
| Traffic Management |
| Yard Management |



LAND OPERATIONS SUPERVISOR

Sector: **Transport and Logistics**

Job Family: **Land Road Operations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Land Operations Supervisor is responsible for overseeing and managing the daily operations of landside activities within a transportation facility. They ensure the smooth and efficient functioning of landside operations, including traffic management, parking, and ground transportation services. They also ensure compliance with safety regulations and maintain a high level of customer service. They collaborate with the Yard Operations Supervisor to ensure seamless operations within land road operations.

| Key Tasks |
|---|
| Address customer complaints and concerns related to landside operations and work to resolve issues promptly. |
| Analyze operational data and identify areas for improvement or optimization. |
| Collaborate with other departments, such as security, maintenance, and customer service, to address operational issues and improve overall performance. |
| Collaborate with the Yard Operations Supervisor to ensure efficient daily operations within the yard. |
| Coordinate the activities of landside operations staff, including scheduling, training, and performance management. |
| Develop and implement policies and procedures to ensure efficient and safe landside operations. |
| Monitor and manage traffic flow and ground transportation services to ensure smooth operations and minimize congestion. |

| Core Skills | Level |
|----------------------------|--------------|
| Adaptability | Intermediate |
| Collaboration and Teamwork | Advanced |
| Critical Thinking | Intermediate |
| Digital Literacy | Intermediate |
| Empathy | Intermediate |
| Planning and Organizing | Intermediate |

| Technical Skills |
|---|
| Customer Service and Complaint Resolution |
| Ground Transportation Coordination |
| Health, Safety and Environment Regulations and Compliance |
| Operational Data Analysis and Reporting |
| Parking Management |
| Policy Development and Implementation |
| Stakeholder Management |
| Traffic Management |



OPERATIONS EXECUTIVE

Sector: **Transport and Logistics**

Job Family: **Land Road Operations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Operations Executive is responsible for overseeing the day-to-day operations of land road activities, ensuring efficiency and effectiveness in all processes. They collaborate with the Landside Operations Supervisor and Yard Operations Supervisor to ensure smooth operations, adherence to safety standards, and timely delivery of services.

| Key Tasks |
|---|
| Assist in the preparation of operational reports and analyses. |
| Collaborate with supervisors to ensure smooth operations. |
| Contribute to the development and implementation of operational strategies. |
| Ensure adherence to safety standards and operational procedures. |
| Establish and maintain a high level of customer service. |
| Identify and address operational issues and bottlenecks. |
| Oversee daily operations in land road activities. |
| Participate in staff training and development initiatives. |

| Core Skills | Level |
|----------------------------|--------------|
| Adaptability | Intermediate |
| Collaboration and Teamwork | Intermediate |
| Communication | Intermediate |
| Initiative | Basic |
| Literacy | Basic |
| Planning and Organizing | Intermediate |

| Technical Skills |
|--|
| Customer Service |
| Data Analysis |
| Operations Management |
| Process Improvement |
| Reporting and Analysis |
| Safety Standards Health, Safety and Environment Compliance |
| Staff Training and Development |



YARD OPERATIONS SUPERVISOR

Sector: **Transport and Logistics**

Job Family: **Land Road Operations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Yard Operations Supervisor is responsible for overseeing and coordinating the daily operations within a yard or similar outdoor facility. This role may involve managing staff, ensuring safety protocols are followed, coordinating logistics, and maintaining efficient operations. The Yard Operations Supervisor may also take responsibility for ensuring the yard is well-maintained and organized, and that all operations comply with relevant regulations and standards including safety. They may also be expected to act as deputies for the Landside Operations Manager, when required.

| Key Tasks |
|---|
| Address any issues or problems that arise, implementing solutions as needed. |
| Conduct internal audits regarding yard safety, housekeeping, and security. |
| Coordinate with other departments or teams to facilitate smooth operations and oversee maintenance operations and organization of the yard. |
| Ensure compliance with Health, Safety and Environment regulations and company policies. |
| Manage staff, scheduling, training, and performance evaluation. |
| Report on operations performance, identifying areas for improvement. |
| Review and update operational procedures as necessary and ensure they are communicated to and understood by relevant stakeholders. |
| Supervise daily operations within the yard, ensuring tasks are completed efficiently and safely. |

| Core Skills | Level |
|----------------------------|--------------|
| Adaptability | Intermediate |
| Collaboration and Teamwork | Intermediate |
| Communication | Intermediate |
| Problem Solving | Intermediate |
| Digital Literacy | Basic |
| Planning and Organizing | Intermediate |

| Technical Skills |
|--|
| Business Performance Management |
| Health, Safety and Environment Regulations |
| Logistics Management |
| Operations Management |
| Performance Management |
| Staff Management |
| Staff Training |
| Stakeholder Management |



YARD HANDLER

Sector: **Transport and Logistics**

Job Family: **Land Road Operations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Yard Handler is responsible for managing and organizing the yard operations in a land road operations setting ensuring efficiency and timely delivery of services. They ensure the efficient movement of goods, vehicles, and equipment within the yard, while maintaining safety and compliance with company policies and procedures. They are also responsible for delivering and maintaining a high level of customer service.

| Key Tasks |
|---|
| Assist in the organization and management of the yard, including the movement of goods, vehicles, equipment and passengers. |
| Ensure safety and compliance with Health, Safety and Environment standards, company policies and procedures. |
| Communicate effectively with team members and supervisors to coordinate tasks and operations. |
| Identify and address operational issues and bottlenecks. |
| Oversee daily operations and land road activities. |
| Perform routine inspections of equipment and vehicles. |
| Assist in loading and unloading; not limited to goods, vehicles, equipment and passengers. |
| Report any issues or concerns to the Yard Operations Supervisor. |

| Core Skills | Level |
|----------------------------|--------------|
| Adaptability | Intermediate |
| Collaboration and Teamwork | Basic |
| Communication | Basic |
| Literacy | Basic |
| Planning and Organizing | Intermediate |
| Problem Solving | Intermediate |

| Technical Skills |
|---|
| Business Data Analysis |
| Business Planning |
| Cargo-related Occupational Health and Safety Management |
| Equipment / Vehicle Operations and Inspection |
| Health, Safety and Environment Compliance |
| Logistics Management |
| Stakeholder Management |
| Yard Operations and Safety Procedures |



CHIEF COMMERCIAL OFFICER

Sector: **Transport and Logistics**

Job Family: **Port Operations Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Chief Commercial Officer (CCO) plays a pivotal role in the management and growth of a port's commercial operations. Reporting directly to the Port Director or Chief Executive Officer (CEO), the Chief Commercial Officer (CCO) is responsible for overseeing the commercial and business development aspects of the port. Their primary objective is to maximize revenue and profitability while ensuring efficient and customer-centric port services. The Chief Commercial Officer (CCO) is expected to lead and coordinate a team of professionals, including sales and marketing executives, customer relations managers, and business development analysts. They work closely with various stakeholders, including shipping lines, freight forwarders, and government agencies, to develop and implement strategic initiatives to attract new business, improve existing services, and enhance the port's competitive position in the Global Logistics and Maritime Industry.

| Key Tasks |
|--|
| Determine pricing structures, negotiate contracts, and manage tariff rates to optimize revenue and ensure cost competitiveness while adhering to industry standards. |
| Develop and execute strategic plans for the commercial operations of the port, aiming to optimize revenue, profitability, and market positioning. |
| Ensure strict adherence to relevant maritime regulations, trade agreements, and customs procedures while staying updated on International Trade Laws to mitigate risks. |
| Establish and maintain strong relationships with key stakeholders, including shipping lines, logistics firms, government authorities, and other partners, fostering customer loyalty and satisfaction. |
| Establish key performance indicators (KPIs) for the commercial team, monitor performance against targets, and provide regular reports to senior management on commercial activities and outcomes for informed decision-making. |
| Lead a high-performing team in the identification and pursuit of new business ventures, including shipping contracts, transshipment agreements, and other commercial opportunities to drive revenue growth. |
| Maintain a keen eye on the budget and financial performance of commercial operations, tracking revenue, expenses, and profitability, and making data-driven decisions to enhance financial outcomes. |
| Oversee comprehensive market research to identify emerging business opportunities, monitor industry trends, and evaluate the competitive landscape to inform decision-making. |

| Core Skills | Level |
|----------------------------|--------------|
| Building Inclusivity | Advanced |
| Collaboration and Teamwork | Intermediate |
| Critical Thinking | Advanced |
| Empathy | Advanced |

| Technical Skills |
|-----------------------|
| Budgeting |
| Business Intelligence |
| Contract Negotiation |
| Data Analysis |



| | |
|------------|--------------|
| Initiative | Advanced |
| Numeracy | Intermediate |

| |
|--------------------------------|
| Financial Analysis |
| Market Analysis |
| Performance Reporting |
| Pricing Strategy |
| Regulatory Compliance |
| Reporting |
| Risk Management |
| Sales and Business Development |
| Stakeholder Management |
| Strategic Planning |



CUSTOMER SERVICES MANAGER

Sector: **Transport and Logistics**

Job Family: **Port Operations Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Customer Service Manager in Port Operations is responsible for providing strategic direction and leadership in the management of Operational and Commercial Port Administration. This role serves as the primary point of contact for customers and government agencies, addressing their inquiries, issues, and ensuring effective communication and service delivery. The core objective is to enhance customer relations and streamline port administrative activities while aligning with customer requirements and the port's overall goals.

| Key Tasks |
|---|
| Coordinate with relevant agencies and prioritize tasks to meet deadlines efficiently. |
| Develop and nurture relationships with internal and external clients, vendors, and agencies. |
| Ensure compliance with regulations and standards, contribute to continuous improvement, and expand the use of technology to address customer needs effectively. |
| Maintain data quality in port administration systems and uphold International Service Standards. |
| Manage customer requests, including billing and claims, with timely responses. |
| Monitor and report Key Performance Indicators (KPIs), including conducting Customer Satisfaction Surveys. |
| Represent customer interests while safeguarding the company's concerns and collaborating with Sales and Marketing. |
| Serve as the primary point of contact for customers and stakeholders, ensuring effective communication and coordination. |

| Core Skills | Level |
|----------------------|--------------|
| Building Inclusivity | Advanced |
| Communication | Advanced |
| Critical Thinking | Intermediate |
| Empathy | Advanced |
| Initiative | Intermediate |
| Problem Solving | Intermediate |

| Technical Skills |
|------------------------------------|
| Business Continuity Management |
| Business Development |
| Continuous Improvement |
| Customer Management |
| Financial Management |
| Market Research Analysis |
| Pricing Strategies |
| Public Relations Management |
| Regulatory Compliance |
| Reporting |
| Risk Management and Administration |
| Stakeholder Management |
| Strategic Service Excellence |
| Strategy Implementation |



CUSTOMER SERVICES AGENT

Sector: **Transport and Logistics**

Job Family: **Port Operations Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Customer Service Agent plays a vital role in ensuring the smooth delivery of cargo by scheduling appointments for consignees or their nominated clearing agents. This involves considering internal operational capacity and external factors, such as customs scanning and inspection, to facilitate efficient cargo release. Additionally, the role includes the application of relevant charges for each transaction in adherence to the tariff before cargo release.

| Key Tasks |
|--|
| Adhere to labor regulations, Health, safety, security and environment (HSSE) policies, and terminal rules, and continuously update knowledge in the relevant field. |
| Create invoices and ensure accurate tariff codes and quantities are applied. |
| Develop relationships with customers, vendors, contractors, and the trucking community. |
| Invoice various services, adhering to approved tariff rates and services, with Chief executive officer (CEO) / Chief financial officer (CFO) authorization for exceptions. |
| Maintain and enforce safe working conditions at all times. |
| Monitor daily gate and Container Freight Station (CFS) booking progress and resolve appointment-related disputes through collaboration with relevant departments. |
| Schedule and manage appointments for cargo release, including import and export containerized cargo, empty containers, and shipper-owned containers. |
| Stay informed about customs procedures and provide feedback to other operations staff. |

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Basic |
| Communication | Intermediate |
| Digital Literacy | Basic |
| Initiative | Intermediate |
| Planning and Organizing | Basic |
| Problem Solving | Basic |

| Technical Skills |
|--|
| Customer Management |
| Data and Statistical Analytics |
| Financial Management |
| Health, Safety, and Environment (HSE) Compliance |
| Logistics Solutions Marketing |
| Logistics Solutions Sales |
| Market Research |
| Pricing Strategies |
| Regulatory Compliance |
| Risk Management and Administration |
| Staff Engagement |
| Scheduling |
| Strategy Implementation |



HEAD OF BUSINESS DEVELOPMENT

Sector: **Transport and Logistics**

Job Family: **Port Operations Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Head of Business Development in Port Operations plays a critical role in shaping and executing a credible revenue growth strategy pipeline. This leadership position is responsible for identifying, developing, and securing revenue-generating products and value-added services offerings, encompassing both organic and inorganic opportunities.

| Key Tasks |
|--|
| Assess the strategic, commercial, and financial attractiveness of investment projects, providing recommendations to Senior Management based on feasibility and attractiveness. |
| Coordinate product development with other terminal functions to ensure timely and relevant input. |
| Coordinate project planning across various functions and critically review their input (Commercial, Operations, Civil). |
| Evaluate product components and structure the best possible scenarios. |
| Identify, develop, and manage a project / opportunity pipeline to drive business growth and create additional value. |
| Lead the full product lifecycle, onboarding relevant stakeholders, and establishing clear use cases and user requirements for vendors. |
| Perform financial and commercial analysis for product evaluations. |
| Prepare commercial and financial analyses of products, including solid business cases in alignment with financial guidelines and templates. |

| Core Skills | Level |
|----------------------------|--------------|
| Building Inclusivity | Advanced |
| Collaboration and Teamwork | Advanced |
| Empathy | Advanced |
| Initiative | Advanced |
| Numeracy | Intermediate |
| Planning and Organizing | Advanced |

| Technical Skills |
|------------------------------------|
| Business Development |
| Business Negotiation |
| Customer Management |
| Financial Management |
| Financial Analysis |
| Logistics Solutions Marketing |
| Logistics Solutions Sales |
| Market Research |
| Pricing Strategies |
| Risk Management and Administration |
| Stakeholder Management |
| Strategic Management |



MARKET ANALYST

Sector: **Transport and Logistics**

Job Family: **Port Operations Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Market Analyst plays a crucial role in delivering fact-based market analyses and translating intelligence into actionable insights. This role is accountable for providing well-researched information to guide informed decisions regarding current and future commercial activities. The Market Analyst also takes the lead in creating professional sales materials and presentations, transforming insights into customer value propositions. Additionally, the position is expected to contribute to the development and execution of a credible revenue growth strategy pipeline for the organization, focusing on new products and services, including both organic and inorganic opportunities.

Key Tasks

Conduct fact-based market analysis, including supply and demand, customer insights, and competitive positioning and translate market data into clear commercial choices and create quantitative models for data-driven decision-making.

Develop a robust value proposition for the terminal and commercial opportunities.

Support the commercial department with qualitative and quantitative intelligence, analysis, and visualization by identifying, developing, and managing a project / opportunity pipeline for additional business growth.

Lead the full product life cycle, involving stakeholders and defining requirements for vendors including the preparation of presentations for customers and management.

Manage market communications and conduct customer surveys for analysis.

Deliver Key Performance Indicator (KPIs), standard reports, and sales data for market research and forecasting.

Review contracts, analyze terms and conditions, and support commercial budgeting and administrative tasks.

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Basic |
| Communication | Intermediate |
| Critical Thinking | Intermediate |
| Digital Literacy | Basic |
| Initiative | Basic |
| Numeracy | Intermediate |

| Technical Skills |
|------------------------------------|
| Business Negotiation |
| Business Opportunities Development |
| Business Performance Management |
| Contract Management |
| Data Analysis |
| Market Research |
| Product Development |
| Project Management |
| Reporting |
| Stakeholder Management |



CHIEF OPERATIONS OFFICER

Sector: **Transport and Logistics**

Job Family: **Port Operations Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Chief Operations Officer (COO) provides strategic leadership and guidance for the comprehensive oversight of operations, technical, and IT functions within the terminal. The Chief Operation Officer ensures the terminal operates at optimal performance, productivity, and exceptional service delivery to both the lines calling at the port and the internal customers, all while maintaining cost-efficiency. The Chief Operations Officer (COO) for Port Operations plays a critical role in the success and growth of the terminal, ensuring that it operates at the highest level of efficiency, delivers exceptional service, and aligns with strategic objectives.

| Key Tasks |
|--|
| Be responsible for the execution of main initiatives and improvements in operational performance. |
| Drive efforts to enhance existing operational methods within the terminal. |
| Ensure that all activities meet organizational health and safety policies and general duty of care requirements. |
| Ensure the terminal operates at optimal performance, productivity, and delivers exceptional service to both external and internal customers. |
| Maintain cost-efficiency while optimizing terminal operations. |
| Provide leadership and direction for Port / Terminal operations, setting current and long-range goals and objectives. |
| Provide measurable input to the terminal's business and steer actions to achieve results in various complementary areas. |
| Provide strategic leadership and guidance for comprehensive oversight of operations, technical, and IT functions. |

| Core Skills | Level |
|----------------------|----------|
| Building Inclusivity | Advanced |
| Critical Thinking | Advanced |
| Empathy | Advanced |
| Initiative | Advanced |

| Technical Skills |
|--|
| Business Continuity Management |
| Business Negotiation |
| Business Planning |
| Chartering |
| Crisis Management |
| Financial Analysis |
| Financial Management |
| Fleet Procurement |
| Manpower Planning |
| Organizational Strategy and Policy Realization |
| Resource Management |
| Risk Compliance and Governance |
| Risk Control and Response Planning |
| Stakeholder Management |



CONTAINER TERMINAL OPERATIONS MANAGER

Sector: **Transport and Logistics**

Job Family: **Port Operations Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Container Terminal Operations Manager plays a critical role in the efficient and safe handling of containerized cargo within the port. This position is responsible for overseeing and managing the day-to-day operations of container terminals, ensuring that cargo is handled, stored, and transferred efficiently. The Container Terminal Operations Manager leads a team and is responsible for optimizing resource allocation, scheduling, and ensuring compliance with Safety and Environmental Regulations. They work closely with other port departments, shipping lines, and logistics providers to streamline container operations, minimize turnaround times, and enhance overall terminal productivity. Additionally, the role involves problem solving, maintenance oversight, and continuous improvement initiatives to ensure that container terminal operations run smoothly.

| Key Tasks |
|--|
| Address operational challenges and resolve issues promptly, ensuring that container operations run smoothly and without interruptions. |
| Collaborate with shipping lines, logistics providers, and other port departments to streamline operations, address issues, and enhance overall terminal productivity. |
| Ensure strict adherence to safety and environmental regulations in container terminal operations, implementing measures to enhance safety and minimize environmental impact. |
| Identify opportunities for process optimization and implement improvements to enhance the overall performance and productivity of container terminal operations |
| Optimize resource allocation, including equipment, personnel, and space, and develop efficient scheduling to minimize turnaround times at the container terminal. |
| Oversee and manage the daily operations of container terminals, ensuring the efficient handling, storage, and transfer of cargo. |
| Supervise and coordinate equipment maintenance and repair activities to ensure operational efficiency and minimize downtime. |
| Utilize data analytics tools and systems to monitor and analyze Key Performance Indicators (KPIs). |

| Core Skills | Level |
|----------------------------|--------------|
| Building Inclusivity | Intermediate |
| Collaboration and Teamwork | Intermediate |
| Critical Thinking | Advanced |
| Digital Literacy | Intermediate |
| Empathy | Advanced |
| Initiative | Intermediate |

| Technical Skills |
|--|
| Budget Management |
| Cargo Handling Equipment Knowledge |
| Continuous Improvement Initiatives |
| Data Analysis |
| Health, Safety, Security and Environment (HSSE) Compliance |
| Maintenance Oversight |
| Resource Allocation and Scheduling |

National Occupational Standard Code: [SBTRL10-007V01]



| |
|--------------------------------|
| Risk Assessment |
| Stakeholder Management |
| Supply Chain Management |
| Terminal Operations Management |
| Troubleshooting |



CONTAINER OPERATIONS SHIFT MANAGER

Sector: **Transport and Logistics**

Job Family: **Port Operations Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Container Operations Shift Manager is responsible for overseeing all terminal operations during a shift, ensuring compliance with plans, customer requirements, management directives, and safe working practices. The role focuses on achieving high productivity and superior customer service through the optimal utilization of resources. The Container Operations Shift Manager must also ensure the efficiency of all shift personnel, including external suppliers, to meet terminal goals.

| Key Tasks |
|---|
| Act as the first point of response for emergency situations and conduct damage assessments as needed. |
| Collaborate with the technical department's shift management to optimize equipment availability and effectiveness. |
| Coordinate with terminal planning and operations to establish and maintain effective ship working programs, ensuring vessels meet their sailing or berthing deadlines. |
| Efficiently allocate operational staff and equipment resources to meet the terminal's operational requirements while managing costs effectively. |
| Ensure that recognized safe working practices are employed for all terminal operations, including the implementation of safety policies and procedures, such as Global Minimum Requirements (GMRs). |
| Maintain a continuous presence throughout the shift, conducting visibility checks on quay side and yard activities, and prepare operational reports as required by management. |
| Organize and control all terminal operations during the designated shift to achieve planned objectives efficiently. |
| Supervise, motivate, and provide guidance to the operational team, setting priorities and structuring tasks and goals. |

| Core Skills | Level |
|----------------------------|--------------|
| Building Inclusivity | Intermediate |
| Collaboration and Teamwork | Advanced |
| Critical Thinking | Advanced |
| Empathy | Intermediate |
| Planning and Organizing | Intermediate |

| Technical Skills |
|--|
| Budgeting |
| Business Data Analysis |
| Business Planning |
| Crisis Management |
| Employee Relations |
| Financial Analysis |
| Financial Management |
| Learning and Development |
| Manpower Planning |
| Organizational Strategy and Policy Realization |
| Procurement |
| Reporting |
| Resource Management |
| Terminal Operating Systems (TOS) |



CONTAINER OPERATIONS SUPERINTENDENT

Sector: **Transport and Logistics**

Job Family: **Port Operations Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Operations Superintendent reports to the Operations Shift Manager and is responsible for supervising vessel gangs to ensure efficient, safe, and timely execution of tasks. This role involves communicating vessel and yard operation sequences and stevedoring requirements to subordinates. The Operations Superintendent is also tasked with optimal resource management, including equipment and manpower from both internal and third-party sources.

| Key Tasks |
|---|
| Assist in developing Operators' capabilities to ensure efficient, effective, and safe task performance while actively participating in staff appraisals and other operational activities. |
| Coordinate and lead shift briefings covering operational scenarios, safety concerns, priorities, performance targets, resource allocation, and upcoming challenges. |
| Ensure all berthing and un-berthing requirements are met, including safe placement of equipment, availability of bollard locations, and keeping the quay clear of cargo. |
| Ensure efficient and well-organized yard operations, directing each gang to perform their tasks effectively, thus maintaining high productivity levels. |
| Maintain personal visibility within all operational areas, including the quay and yard, to supervise and correct any wrong or unsafe operational behavior. |
| Monitor operator attendance and coordinate with the Resource Controller to confirm Operator availability. |
| Provide continuous support to execution and planning staff to meet planned productivity targets. |
| Supervise the entire operation to ensure it runs smoothly, safely, and in accordance with standards and best practices. |

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Intermediate |
| Communication | Intermediate |
| Planning and Organizing | Intermediate |
| Problem Solving | Intermediate |
| Literacy | Intermediate |
| Adaptability | Intermediate |

| Technical Skills |
|--|
| Budgeting |
| Business Data Analysis |
| Business Planning |
| Crisis Management |
| Financial Analysis |
| Financial Management |
| Health, safety, security and environment (HSSE) Compliance |
| Learning and Development |
| Manpower Planning |
| Organizational Strategy and Policy Realization |
| Procurement |
| Resource Management |
| Staff Management |

National Occupational Standard Code: [SBTRL10-009V01]



Terminal Operating Systems (TOS)



DISPATCHER

Sector: **Transport and Logistics**

Job Family: **Port Operations Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Dispatcher coordinates communications and controls yard equipment during the execution of vessel and yard operating plans. The Dispatcher is responsible for ensuring that all yard activities are carried out in accordance with received instructions. They also understand, monitor, and efficiently communicate all operational issues while anticipating discrepancies that may arise to maximize terminal productivity.

| Key Tasks |
|---|
| Capture and document relevant data in tally sheets at all locations and maintain accurate shift logs and records. |
| Contribute to on-the-job training of staff and perform duties as required by management. |
| Coordinate with various departments, including Yard Superintendent, Yard Foreman, and Yard Planner, to ensure efficient equipment dispatch, identify potential clashes and delays, and respond to operational issues. |
| Develop a deep understanding of the Navis SPARCS equipment control and planning system and utilize it in terminal operations. |
| Ensure all necessary equipment for vessel operations is prepared and available before commencing work and execute operations in accordance with priorities set by the Shift Manager, reporting and resolving any problem areas. |
| Maintain vigilance over the terminal area to ensure safe working practices and monitor continuous operations during shift changeovers and rest breaks. |
| Optimize equipment utilization during the shift by monitoring work queues and allocating equipment to maximize productivity. |
| Supervise vessel discharge and load operations to achieve the highest Quay Crane productivity and facilitate the smooth movement of containers to and from rail siding and external road traffic vehicles transfer area. |

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Intermediate |
| Communication | Basic |
| Digital Literacy | Basic |
| Initiative | Basic |
| Planning and Organizing | Basic |
| Problem Solving | Basic |

| Technical Skills |
|--|
| Dangerous Goods Management |
| Environmental Protection Management |
| Equipment Maintenance |
| Process Improvement and Optimization |
| Risk Management and Administration |
| Shipment Load Planning Consolidation |
| Staff Training |
| Time Sensitive Cargo Delivery Management |
| Transport Management System Administration |
| Transportation Equipment Handling |
| Transportation Hub / Control Centre Administration |
| Transportation Route and Schedule Planning |

National Occupational Standard Code: [SBTRL10-010V01]



Warehousing / Cargo-related Occupational
Health and Safety Management



GENERAL CARGO OPERATIONS MANAGER

Sector: **Transport and Logistics**

Job Family: **Port Operations Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The General Cargo Operations Manager oversees and coordinates day-to-day activities during assigned shifts, optimizing resources for peak efficiency and enforcing safety protocols. Leading a team of operations staff, they create a positive working environment through training and collaboration. Working closely with other departments, they contribute to the development and implementation of operational plans. Additionally, they maintain strong customer relations, address inquiries, and ensure prompt resolution of operational issues. The role also includes supervising equipment maintenance, ensuring compliance with regulations, and overseeing accurate documentation and reporting of cargo handling activities and performance metrics.

| Key Tasks |
|--|
| Collaborate with other departments to develop and implement operational plans, ensuring alignment with industry regulations and company standards. |
| Conduct regular training sessions to enhance the skills and knowledge of the Operations Team, contributing to overall performance improvement. |
| Generate accurate and timely reports on cargo handling activities, shift performance, and other relevant metrics. |
| Implement and enforce safety protocols to create a secure working environment for all operations staff. |
| Lead and motivate a team of operations staff, including supervisors and front-line workers, fostering a positive working culture. |
| Maintain effective communication with customers, shipping agents, and stakeholders to address inquiries and resolve operational issues. |
| Oversee and coordinate day-to-day general cargo operations during assigned shifts, ensuring optimal resource allocation. |
| Supervise the maintenance and servicing of cargo handling equipment, coordinating with the maintenance team for timely repairs. |

| Core Skills | Level |
|-------------------------|--------------|
| Building Inclusivity | Intermediate |
| Communication | Intermediate |
| Critical Thinking | Intermediate |
| Digital Literacy | Intermediate |
| Empathy | Intermediate |
| Planning and Organizing | Intermediate |

| Technical Skills |
|---|
| Documentation Management |
| Equipment Maintenance Supervision |
| Health, Safety, Security, and Environment (HSSE) Compliance |
| Logistics Software |
| Operational Analysis |
| Operational Planning |
| Port Operations Management |
| Regulatory Compliance |
| Reporting |
| Resource Allocation |
| Safety Protocol Implementation |

National Occupational Standard Code: [SBTRL10-011V01]



| |
|--------------------------|
| Stakeholder Management |
| Training and Development |



GENERAL CARGO OPERATIONS SHIFT MANAGER

Sector: **Transport and Logistics**

Job Family: **Port Operations Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The General Cargo Operations Shift Manager is responsible for leading and overseeing all terminal operations during the shift. They manage operations in alignment with predefined plans, customer requirements, management directives, and safety standards, with the aim of achieving peak productivity and exceptional customer service. The General Cargo Operations Shift Manager is responsible for effectively managing terminal operations during their shift, focusing on productivity, customer service, safety, and resource utilization.

| Key Tasks |
|--|
| Assist in the development of staff to enhance their efficiency and effectiveness, monitoring performance and taking appropriate actions. |
| Collaborate with the Quality Control Manager to review, identify, and recommend improved operating procedures and systems. |
| Coordinate terminal planning and operations to establish and maintain effective ship working programs, ensuring vessels meet sailing or berthing deadlines. |
| Efficiently allocate operational staff and equipment resources to match terminal operational requirements. |
| Ensure the use of recognized safe working practices and maintain the effective implementation of safety policies and procedures, including Global Minimum Requirements (GMRs). |
| Liaise with the technical department shift management to maximize equipment availability and effectiveness. |
| Manage, motivate, instruct, and set priorities for the operational team members, ensuring structured tasks and goals. |
| Organize and control all terminal operations during the designated shift to meet planned objectives effectively and ensure high level customer service. |

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Intermediate |
| Communication | Intermediate |
| Digital Literacy | Intermediate |
| Planning and Organizing | Intermediate |
| Problem Solving | Intermediate |

| Technical Skills |
|---|
| Business Development |
| Business Negotiation |
| Financial Management |
| Health, Safety, Security, and Environment (HSSE) Compliance |
| Market Research |
| Pricing for Cargo Services and Operations |
| Pricing for Warehouse Services and Operations |
| Risk Management |
| Staff Scheduling |
| Staff Training |

National Occupational Standard Code: [SBTRL10-012V01]



| |
|-------------------------|
| Stakeholder Management |
| Strategy Implementation |
| Strategy Planning |



PORT WAREHOUSE CONTROLLER

Sector: **Transport and Logistics**

Job Family: **Port Operations Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Port Warehouse Controller is responsible for supervising and controlling the documentary and physical processes within the warehouse. This includes overseeing the receiving and delivery of cargo, as well as the stuffing and un-stuffing of containers. The Port Warehouse Controller is responsible for ensuring these operations are conducted safely and efficiently.

| Key Tasks |
|--|
| Comply with labor regulations, relevant HSSE Policies and Procedures, and terminal rules, actively contributing to continuous improvement. |
| Continuously update knowledge in the relevant field to stay current with industry best practices and advancements. |
| Develop effective relationships with customers, customs, and Port Health Authorities to facilitate smooth operations. |
| Ensure complete control of both documentary and physical processes within the warehouse operation. |
| Ensure the accurate billing and collection of service charges by the finance department before commencing warehouse operations. |
| Handle specialized cargo documentation, record-keeping, permit issuance, outturn discrepancy reports, and customer support while also performing other assigned duties as necessary. |
| Maintain continuous operations using the "hot seat" changeover method during shift changes and rest breaks. |

| Core Skills | Level |
|----------------------------|--------------|
| Communication | Intermediate |
| Collaboration and Teamwork | Intermediate |
| Problem Solving | Basic |
| Literacy | Basic |

| Technical Skills |
|---|
| Dangerous Goods Management |
| Health, Safety, Security and Environment (HSSE) Compliance |
| Order Fulfilment Administration |
| Process Improvement and Optimization |
| Risk Management and Administration |
| Stakeholder Management |
| Warehouse Administration |
| Warehouse Facility Security Control |
| Warehouse Inventory Control / Audit |
| Warehouse Layout Design |
| Warehouse Management System Administration |
| Warehouse Performance Measurement |
| Warehouse Space Utilization |
| Warehousing / Cargo-related Occupational Health and Safety Management |



PORT WAREHOUSE MANAGER

Sector: **Transport and Logistics**

Job Family: **Port Operations Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Port Warehouse Manager oversees and manages all Container Freight Station (CFS), warehousing, and yard activities within the terminal. This role demands the highest levels of productivity and warehouse customer service while upholding stringent quality and safety standards. They are responsible for coordinating all warehouse operations to ensure maximum productivity and efficient utilization of labor and equipment.

| Key Tasks |
|--|
| Act as the key warehouse focal point for operations and customer service related to stuffing and destuffing operations. |
| Collaborate with the technical department shift management to maximize equipment availability and effectiveness. |
| Ensure full utilization of labor and equipment as needed to optimize warehouse operations. |
| Ensure the use of recognized safe working practices and effective implementation of safety policies, including Global Minimum Requirements (GMRs). |
| Fully support and participate in transformation initiatives and projects to improve operating procedures and systems. |
| Lead and motivate operational team members, providing supervision, feedback, and setting performance standards. |
| Maintain continuous operations by overseeing "hot seat" changeovers at shift changeover times and rest break changeovers. |
| Manage and instruct direct reports on daily operational activities, providing feedback and appraisals. |

| Core Skills | Level |
|----------------------------|--------------|
| Adaptability | Basic |
| Collaboration and Teamwork | Intermediate |
| Communication | Intermediate |
| Planning and Organizing | Intermediate |
| Problem Solving | Intermediate |

| Technical Skills |
|--|
| Order Fulfilment Administration |
| Process Improvement and Optimization |
| Reporting |
| Risk Management and Administration |
| Stakeholder Management |
| Warehouse Automation Application |
| Warehouse Facility Management |
| Warehouse Inventory Control / Audit |
| Warehouse Layout Design |
| Warehouse Maintenance and Housekeeping |
| Warehouse Management System Administration |
| Warehouse Performance Measurement |
| Warehouse Space Utilization |

National Occupational Standard Code: [SBTRL10-014V01]



Warehousing / Cargo-related Occupational
Health and Safety Management



GENERAL CARGO OPERATIONS SUPERINTENDENT

Sector: **Transport and Logistics**

Job Family: **Port Operations Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The General Cargo (GC) Operations Superintendent plays oversees and supervises vessel teams to ensure the efficient, safe, and timely execution of operations. They are responsible for coordinating and managing various resources, including equipment and manpower, belonging to both internal and external parties. The General Cargo Operations Superintendent is responsible for supervising and coordinating cargo operations, ensuring safety, efficiency, and effective resource management.

| Key Tasks |
|---|
| Coordinate shift briefings, safety talks, performance targets, and resource allocation to address upcoming challenges. |
| Ensure team members are well-organized, informed about their tasks, and maintain high productivity levels. |
| Manage the requirements for berthing and un-berthing, including safe positioning of equipment and quay conditions. |
| Maintain a visible presence in operational areas to supervise and correct operational behavior for safety and efficiency. |
| Monitor operator attendance and collaborate with the Resource Controller. |
| Provide continuous support to execution and planning staff during shifts to meet planned productivity targets. |
| Supervise General Cargo (GC) operation teams according to the plan, ensuring organized and efficient operations. |
| Supervise operations to ensure they meet safety standards, procedures, and best practices. |

| Core Skills | Level |
|----------------------------|--------------|
| Building Inclusivity | Intermediate |
| Collaboration and Teamwork | Intermediate |
| Communication | Intermediate |
| Problem Solving | Intermediate |
| Critical Thinking | Intermediate |
| Literacy | Intermediate |

| Technical Skills |
|---|
| Financial Management |
| Health, Safety, Security, and Environment (HSSE) Compliance |
| People Management |
| Relationship Management |
| Networking |
| Resources Management |
| Risk Control and Response Planning |
| Ship Operations |
| Stakeholder Management |



VESSEL CONTROLLER

Sector: **Transport and Logistics**

Job Family: **Port Operations Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Vessel Controller is primarily responsible for providing meticulous supervision and control over vessel load and discharge operations, as well as Quayside operations. The Vessel Controller plays a pivotal role in ensuring the safe, efficient, and well-coordinated handling of vessels and cargo within the port. This position demands a commitment to safety, regulatory compliance, effective communication, and problem-solving to deliver successful port operations.

| Key Tasks |
|---|
| Brief all involved parties on operational activities and working hatch / holds. |
| Conduct safety talks, disseminating work-related hazards, preventative methods, and necessary steps to be taken. |
| Control and oversee both documentary and physical processes of general cargo operations. |
| Ensure ship crane operators and signalmen have the necessary communication tools for safe and efficient operations. |
| Ensure the deployment of the requested number of work gangs and account for their headcount. |
| Establish and maintain effective working relationships with vessel command and vessel agents. |
| Monitor and enforce the use of appropriate and necessary Personal Protective Equipment (PPE) for all workers during operations. |
| Provide proper information and deploy ship crane operators and signalmen to working holds. |

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Basic |
| Communication | Intermediate |
| Digital Literacy | Basic |
| Literacy | Basic |
| Planning and Organizing | Basic |
| Problem Solving | Basic |

| Technical Skills |
|--|
| Cargo Loading and Unloading |
| Documentation and Administration |
| Health, Safety, and Environment (HSE) Compliance |
| Inventory Management |
| Presentation Skills |
| Resource Management |
| Ship Operations |
| Staff Scheduling |
| Technology Integration |



YARD CONTROLLER

Sector: **Transport and Logistics**

Job Family: **Port Operations Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Yard Controller ensures that all movement of equipment, including those of third-party operators, are carried out as planned while complying Safety Rules and Regulations as set by the company. They assist in the supervision and control of vessel and yard operations to achieve operational objectives and maximize productivity.

| Key Tasks |
|---|
| Allocate and control shift operational staff and the ensures effective utilization of equipment resources to meet planned objectives. |
| Ensure that continuous operations are maintained during shift changeovers and Container Handling Equipment (CHE) operators rest period changeovers. |
| Ensure tractor units and rubber-tired gantries (RTG) are being correctly utilized to maximize vessel productivity and / or yard consolidation requirements. |
| Inform and liaise with Electronic Medical Records(EMR) staff on equipment breakdowns. |
| Manage ITT (inter-terminal transfer) moves & make sure TT drivers adhere to the standard traffic flow. |
| Observe provisions of the labor regulations, relevant HSSE Policy and Procedures, Terminal Rules and Procedures, and contributes to the continuous improvement process. |
| Supervise Yard Equipment Operators to ensure implementation of the scheduled work plan and liaise with dispatcher on any changes required to plan. |

| Core Skills | Level |
|----------------------------|--------------|
| Building Inclusivity | Basic |
| Collaboration and Teamwork | Intermediate |
| Communication | Basic |
| Critical Thinking | Basic |
| Initiative | Basic |
| Literacy | Intermediate |

| Technical Skills |
|--|
| Financial Management |
| Health, safety, security and Environment (HSSE) Compliance |
| Networking |
| People Management |
| Relationship Management |
| Resources Management |
| Risk Control and Response Planning |
| Ship Operations |



TERMINAL PLANNING MANAGER

Sector: **Transport and Logistics**

Job Family: **Port Operations Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Terminal Planning Manager is responsible for the direct management and leadership of freight, vessel, and resource planning in the areas of general cargo, CFS, gate, and container operations. They lead the team tasked with optimizing port operation resources while adhering to customer requirements and the Port's objectives. The Terminal Planning Manager is responsible for developing effective tactical plans for port operation activities, ensuring they operate at optimal levels within the constraints and opportunities provided by the operating environment.

| Key Tasks |
|--|
| Collaborate with shipping companies, customs agents, trucking companies, Customs, Port Authorities, and statutory bodies to meet their requirements, monitoring performance against established criteria and guidelines. |
| Collect, analyze, and report key performance data related to port operations, establishing and maintaining performance criteria for personnel. |
| Direct and lead the planning of freight, vessel, and resource operations across diverse areas, ensuring efficiency and customer satisfaction. |
| Enforce strict compliance with Health, Safety, Security, and Environmental (HSSE) policies and procedures among operational staff. |
| Ensure the maintenance and continuous updating of data quality within planning systems for accurate and reliable information. |
| Lead Port Marine Operations Planning, coordinating berth and stowage activities for various vessel types, aligning with service commitments and efficiency targets. |
| Manage resource planning, including forecasting, planning, and rostering of equipment and staff for optimal operational performance. |
| Regularly measure and present Key Performance Indicators (KPIs) identified by senior management, reflecting operational effectiveness. |

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Intermediate |
| Empathy | Intermediate |
| Initiative | Intermediate |
| Numeracy | Intermediate |
| Planning and Organizing | Advanced |

| Technical Skills |
|--|
| Autonomous Systems Technology Application |
| Continuous Improvement Management |
| Corrective Maintenance Management |
| Crisis Management |
| Emergency Response Management |
| Hazards and Risk Identification and Management |
| Innovation Management |
| People Capability Development |



| |
|--|
| Regulatory Compliance |
| Safe System of Work Development and Implementation |
| Staff Training Facilitation |
| Stakeholder Management |
| Technical Report Writing |
| Terminal Operations Management |



PLANNING SUPERINTENDENT

Sector: **Transport and Logistics**

Job Family: **Port Operations Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Planning Superintendent assumes the responsibility of supervising vessel load and discharge planning processes, as well as optimizing yard space utilization and inter-modal operations. The job demands a keen focus on vessel stability, safety, and operational efficiency. The Planning Superintendent is at the forefront of optimizing port operations, ensuring the safe and efficient planning of vessel activities, yard space utilization, and inter-modal operations. Their expertise and leadership significantly contribute to the success of port operations.

| Key Tasks |
|---|
| Coordinate berthing positions for efficient vessel operations. |
| Coordinate container operations, yard activities, and berth schedules for maximum productivity. |
| Lead and guide the planning team, prioritizing productivity and resource optimization. |
| Maintain strategic yard layouts and ensure strategy adherence. |
| Oversee and control vessel and yard operation plans as the central point for planning. |
| Promote knowledge sharing, compliance, and continual improvement. |
| Resolve daily complex problems and report significant issues to the Shift Manager. |
| Supervise vessel planning and yard planning teams. |

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Intermediate |
| Communication | Intermediate |
| Digital Literacy | Intermediate |
| Initiative | Intermediate |
| Planning and Organizing | Intermediate |
| Problem Solving | Intermediate |

| Technical Skills |
|------------------------------------|
| Berthing Planning |
| Hazardous Cargo Handling |
| International Standards Compliance |
| Manpower and Equipment Planning |
| NAVIS Systems |
| Ship Berthing and Marine Knowledge |
| Software Proficiency |
| Vessel Stowage and Stability |
| Yard Layout and Techniques |



HEAD OF ASSET MANAGEMENT

Sector: **Transport and Logistics**

Job Family: **Port Operations Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Head of Asset Management leads and manages the Terminal's Asset Management team and ensures that all equipment and facilities operate at their optimum level of safety, reliability, availability, and efficiency. The role will also implements equipment maintenance strategies based on Global Asset Maintenance requirements and local legislations and develop the skills and competencies of local Asset Management team.

| Key Tasks |
|--|
| Manage a significant operational area of the organization. |
| Manage and deliver the required site maintenance services. |
| Develop and set the local Asset Management Strategy (terminal) to achieve local business goals. |
| Ensure communication of the strategy and business plan to the team. |
| Monitor, review and take action to improve performance against Health, Safety, Security, and Environment (HSSE), Key Performance Indicator (KPIs), patterns of behavior and non-compliance within the area of responsibility, in line with organizational Health |
| Develop and / or deliver budget plans. |
| Identify the team's individual development needs and create individual professional development plans to ensure company and regulatory standards are met. |
| Define, set and monitor team's performance against a set of Key Performance Indicator (KPIs) and operational objectives. |

| Core Skills | Level |
|----------------------------|----------|
| Collaboration and Teamwork | Advanced |
| Building Inclusivity | Advanced |
| Communication | Advanced |
| Empathy | Advanced |
| Planning and Organizing | Advanced |
| Critical Thinking | Advanced |

| Technical Skills |
|---|
| Commercial Acumen |
| Compliance Management |
| Contract Negotiation |
| Costing and Budgeting |
| Risk Management |
| Learning and Talent Development |
| Organization, Policies and Procedures Development |
| Production Quality Assurance |
| Project Management |
| Stakeholder Management |
| Strategic and Operational Planning |
| Technical / Engineering Solutions and Support |
| Understanding of Regulatory Requirements |
| Workflow Management |



PLANNING MANAGER

Sector: **Transport and Logistics**

Job Family: **Port Operations Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Planning Manager leads the planning, scheduling and coordination of all maintenance activities to ensure asset maintenance strategies are executed in an effective manner. They ensure all Asset Maintenance planning and scheduling processes are developed with the aim of reducing risks to as low as reasonably practicable, and maintenance activities are technically planned in sufficient detail to allow execution on time, first time, every time with minimal unexpected events. They are also responsible for implementing relevant processes for maintenance planning and scheduling, as well as providing analytics for maintenance and repair activities.

| Key Tasks |
|---|
| Manage the day-to-day work planning processes for Asset Maintenance activities. |
| Routinely assess and ensure the best practice use of the Ship Management and Maritime Services (CMMS) for work order management and the overall planning and scheduling (dispatch) of work and all supporting resource requirements. |
| Provide close collaboration with the Warehouse Team to ensure that spare parts, materials and special tool are available on a "just in time" basis to support the scheduled maintenance requirements. |
| Enhance and promote best practice in strategic planning and the routine planning and scheduling of maintenance work activities by ensuring that the right knowledge is available throughout the terminals' planning and scheduling personnel. |
| Ensure priority is given to planning and scheduling of inspection, maintenance and repair activities within local terminals to safeguard asset integrity. |
| Develop effective planning and scheduling processes and techniques to ensure the most effective use of available resources; labor, materials, services, tools and budget. |
| Lead and develop the capabilities of planning and scheduling within the maintenance planning team. |
| Identify opportunities to reduce Operating Expense (OPEX) and Capital Expense (CAPEX) through effective planning and scheduling. |

| Core Skills | Level |
|----------------------------|--------------|
| Building Inclusivity | Intermediate |
| Collaboration and Teamwork | Advanced |
| Communication | Intermediate |
| Initiative | Intermediate |
| Planning and Organizing | Advanced |

| Technical Skills |
|-------------------------------------|
| Asset Maintenance |
| Equipment Management |
| Maintenance Planning and Scheduling |
| Strategic Management |
| Warehouse and Inventory Management |



MAINTENANCE PLANNER

Sector: **Transport and Logistics**

Job Family: **Port Operations Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Maintenance Planner plays a crucial role in bridging the gap between operations and Asset Management, for scheduling planned maintenance activities. The role of Maintenance Planner requires a deep understanding of the elements of people, processes, technology, and data analytics to facilitate the seamless transition of scheduled maintenance work from the planning stage to Work Order (WO) dispatch. The Maintenance Planner must effectively incorporate breakdowns and urgent work requirements into the maintenance schedule.

| Key Tasks |
|---|
| Analyze maintenance data to identify trends and improvement opportunities for enhanced planning efficiency. |
| Collaborate with Asset Management and operational stakeholders to schedule planned maintenance activities, minimizing disruptions to daily port operations. |
| Collaborate with procurement and supply chain departments to ensure timely availability of materials and spare parts for maintenance activities. |
| Effectively communicate with cross-functional teams, including maintenance technicians, supervisors, and operations personnel, ensuring smooth information flow and work coordination and contribute to the development and implementation of best practices in |
| Generate and maintain comprehensive records of maintenance schedules, work orders, and completed tasks, ensuring accuracy and compliance. |
| Monitor maintenance progress, making necessary adjustments for unexpected breakdowns and urgent work requirements. |
| Transform maintenance plans into actionable Work Orders (WO), ensuring proper scheduling, prioritization, and safety adherence. |
| Utilize asset management principles, work planning, and data analysis to efficiently allocate maintenance resources. |

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Intermediate |
| Communication | Intermediate |
| Critical Thinking | Intermediate |
| Digital Literacy | Basic |
| Numeracy | Basic |
| Planning and Organizing | Intermediate |

| Technical Skills |
|--|
| Maintenance Planning and Scheduling |
| Maintenance Integrity and Reliability Framework Development and Implementation |
| Organizational Resource Management |
| Preventive Maintenance Management |
| Procurement Management |
| Supply Chain Management |
| Workplace Safety and Health Framework Development and Implementation |



PLANNER

Sector: **Transport and Logistics**

Job Family: **Port Operations Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Planner is responsible for planning and overseeing vessel discharge and load operations while ensuring vessel stability, safety, and efficient yard processes. They are also responsible for managing the complete yard operation to achieve maximum productivity and efficiency, with a focus on both vessel and inter-modal activities. The Planner focuses on optimizing vessel operations and yard processes, ensuring a safe, efficient, and productive working environment.

| Key Tasks |
|---|
| Coordinate berthing positions for efficient tractor turnaround. |
| Ensure efficient and safe vessel load and discharge planning. |
| Maintain ownership of vessels during planning disturbances. |
| Maintain planning-related paperwork and ensure timely distribution to vessels. |
| Meet vessels on arrival to provide loading documents and quay crane working sequence. |
| Monitor and optimize yard operations for maximum productivity and equipment location accuracy. |
| Prepare and provide vessel and shipping agents with load and discharge process information to reach productivity targets. |
| Update quay-operation and vessel administration systems. |

| Core Skills | Level |
|----------------------------|--------------|
| Adaptability | Basic |
| Collaboration and Teamwork | Basic |
| Communication | Basic |
| Digital Literacy | Basic |
| Literacy | Basic |
| Planning and Organizing | Intermediate |

| Technical Skills |
|------------------------------------|
| Container Vessel Knowledge |
| Hazardous Cargo Handling |
| International Standards Compliance |
| NAVIS Planning System |
| Yard Management Expertise |



EQUIPMENT MANAGER

Sector: **Transport and Logistics**

Job Family: **Port Operations Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Equipment Manager ensures the safe and efficient execution of all planned preventative and corrective maintenance as well as breakdown response activities within a designated equipment group at a terminal. They oversee equipment maintenance, managing a team of technicians, and ensuring the smooth operation of essential equipment to support the terminal's overall performance. The Equipment Manager is essential for the efficient and safe operation of equipment within the terminal. They play a pivotal role in ensuring that maintenance activities are well-planned, executed on time, and that equipment breakdowns are addressed promptly. By managing a team of Technicians and adhering to safety standards, the Equipment Manager contributes to the overall success of the port's operations.

| Key Tasks |
|--|
| Achieve and report equipment-related key performance indicators (KPIs), including availability, reliability, and cost. |
| Develop and enhance maintenance strategies for equipment under their responsibility. |
| Efficiently manage preventive, predictive maintenance, and inspections based on schedules and equipment conditions. |
| Ensure all maintenance and breakdown activities are executed with a primary focus on safety. |
| Maintain compliance with local legislation and global safety standards. |
| Manage contracts for outsourced services and maintain spare parts inventory. |
| Optimize team efficiency by collaborating with the Work Planner and Scheduler for accurate work planning and scheduling. |
| Prioritize and manage equipment breakdowns effectively. |

| Core Skills | Level |
|-------------------------|--------------|
| Building Inclusivity | Intermediate |
| Critical Thinking | Intermediate |
| Empathy | Intermediate |
| Numeracy | Intermediate |
| Planning and Organizing | Intermediate |

| Technical Skills |
|--|
| Cargo Loading and Unloading |
| Confined Space Work |
| Container Operations |
| Documentation and Administration |
| Mobile Equipment - Heavy Duty Prime Mover and Trailer Operations |
| Port Call Planning |
| Quality Systems |
| Ship Operations |
| Stakeholder Management |
| Technology Integration |
| Work at Heights |
| Workplace Safety and Health for Crane Operations |



WORKSHOP MANAGER

Sector: **Transport and Logistics**

Job Family: **Port Operations Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Workshop Manager, within the Port Operations Management job family of the Transportation and Logistics sector, reports directly to the Head of Asset Management. The role is pivotal in overseeing a team responsible for maintaining and repairing equipment and vehicles essential to port operations. This position involves managing the workshop's budget, ensuring compliance with safety and environmental regulations, and promoting a culture of continuous improvement. The Workshop Manager plays a crucial role in maximizing equipment uptime and minimizing downtime, contributing significantly to efficiency and success.

| Key Tasks |
|---|
| Coordinate equipment maintenance and repair activities for optimal performance. |
| Effectively manage the workshop's budget to control costs. |
| Ensure that maintenance activities meet safety and environmental regulations. |
| Implement best practices for equipment maintenance and repair processes. |
| Lead and develop a skilled team of professionals responsible for equipment maintenance. |
| Maintain accurate records for effective asset management. |
| Manage the daily operations of the maintenance and repair workshop to ensure efficiency. |
| Regularly report to the Head of Asset Management on workshop activities and issues affecting port operations. |

| Core Skills | Level |
|-------------------------|--------------|
| Building Inclusivity | Intermediate |
| Critical Thinking | Intermediate |
| Empathy | Intermediate |
| Numeracy | Intermediate |
| Planning and Organizing | Intermediate |

| Technical Skills |
|---|
| Asset Management |
| Budget Management |
| Continuous Improvement |
| Equipment Maintenance |
| Health, Safety, Security and Environment (HSSE) Knowledge |
| Inventory Management |
| Maintenance Coordination |
| Project Management |
| Quality Control |
| Regulatory Compliance |
| Resource Allocation |
| Stakeholder Management |
| Technical Documentation |



ASSET MANAGEMENT SUPERVISOR

Sector: **Transport and Logistics**

Job Family: **Port Operations Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Asset Management Supervisor is responsible for overseeing a team of technicians and ensuring the safe and efficient execution of planned / scheduled and breakdown maintenance activities at the port facility. They ensure a high standard of quality work is maintained, accurate record-keeping, and a safe working environment.

| Key Tasks |
|---|
| Collaborate closely with the Warehouse and Inventory team to ensure the availability of materials and spare parts for out-of-standard hours work. |
| Collaborate with the Warehouse team to ensure timely provision of spare parts, materials, and tools for scheduled maintenance. |
| Ensure maintenance teams have appropriate risk assessments, work perimetry, and Lock-out / Tag-out procedures in place before commencing work. |
| Evaluate equipment repair strategies and resource suitability, providing feedback to the Maintenance Coordinator and Equipment and Reliability Managers. |
| Implement global standards and procedures for work execution and management. |
| Monitor and control the entire maintenance work order process, from issuance to final closure. |
| Monitor maintenance and repair costs and Key Performance Indicators (KPIs) to ensure alignment with terminal plans. Report any variances to management for investigation and control. |
| Promote a safety-first culture by overseeing Asset Maintenance activities aimed at reducing risks to a reasonably practicable minimum. |

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Intermediate |
| Communication | Intermediate |
| Critical Thinking | Basic |
| Numeracy | Intermediate |
| Problem Solving | Intermediate |

| Technical Skills |
|---------------------------------|
| Budgeting |
| Business Negotiation |
| Condition-based Monitoring |
| Crisis Management |
| Cyber Security |
| Financial Analysis |
| Financial Management |
| Interface Management |
| Port Equipment Maintenance |
| Resource Management |
| System Configuration Management |
| Systems Integration |



TECHNICIANS FOREMAN

Sector: **Transport and Logistics**

Job Family: **Port Operations Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Technician Foreman is responsible for providing leadership and supervision to the Maintenance and Repair (M&R) staff, which includes technicians and mechanics. They coordinate maintenance activities with various department heads, such as the Shift Manager, Crane and Workshop Managers, Workshop / Crane Foreman, and Crane / RTG / Workshop Superintendent. They ensure the efficient and productive execution of repairs and maintenance within the workshop and crane shifts.

| Key Tasks |
|---|
| Ensure punctuality of staff on crane and workshop shifts, reporting any tardiness immediately. |
| Initiate incident / accident notice forms and ensure they are appropriately documented. |
| Initiate requisitions for materials / parts from stores in coordination with the M&R Shift Planner. |
| Monitor and ensure the accurate execution of preventative maintenance schedules, making certain that all PM work is completed as required. |
| Prioritize and coordinate maintenance, breakdown services, and repairs (electrical and mechanical) for terminal equipment during the shift, in collaboration with the M&R Shift Planner and Operational and Maintenance Service Department. |
| Provide maintenance and breakdown services for terminal equipment, including handling emergency work promptly. |
| Submit regular inspection and monitoring reports, maintaining accurate and up-to-date information in the logbook. |
| Supervise and oversee the maintenance and repair of all terminal equipment throughout the shift. |

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Basic |
| Critical Thinking | Basic |
| Digital Literacy | Basic |
| Numeracy | Basic |
| Planning and Organizing | Basic |
| Problem Solving | Intermediate |

| Technical Skills |
|---|
| Electrical Testing |
| Emergency Response Management |
| Instrumentation and Control System Design |
| Joining and Welding |
| Lift Planning and Management |
| Machining |
| Non-Destructive Testing |
| Quality Systems Management |
| Technical Inspection |
| Workplace Safety and Health Management |



MECHANICAL / ELECTRICAL TECHNICIAN

Sector: **Transport and Logistics**

Job Family: **Port Operations Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Mechanical / Electrical Technician is responsible for maintaining and repairing equipment in the workshop, and crane (Rubber-Tyred Gantry crane) (RTG) sections. They are also responsible for troubleshooting and diagnosing issues with cranes (Rubber-Tyred Gantry crane) (Ship-to-Shore crane) (STS and RTG), heavy and light terminal equipment. This includes conducting regular inspections, identifying problems, and performing repairs as needed. They must have a strong understanding of mechanical and electrical systems, as well as the ability to read and interpret technical manuals and schematics.

| Key Tasks |
|---|
| Carry out electrical/electronic maintenance repairs, fault findings and monitoring. |
| Carry out maintenance and repair service for container handling gantry cranes and rubber tyred gantry cranes. |
| Ensure tidiness and cleanliness of workshop facilities and all equipment. |
| Ensure that emergency work is followed up by reporting to the first technician and / or Foreman. |
| Ensure that the maintenance, breakdown services and or remedial works (electrical) of container handling equipment. |
| Ensure work conforms to safety rules and regulation. |
| Observe provisions of the labor regulations, relevant Health, safety, security and environment (HSSE) Policy and Procedures, Terminal Rules and Procedures and contribute to the continual improvement process. |
| Submit routine and critical inspection and monitoring reports, and provides complete and accurate written reports on equipment, as needed. |

| Core Skills | Level |
|----------------------------|-------|
| Collaboration and Teamwork | Basic |
| Digital Literacy | Basic |
| Literacy | Basic |
| Numeracy | Basic |
| Problem Solving | Basic |

| Technical Skills |
|--|
| Control Systems Management |
| Crane Maintenance and Repair |
| Electrical Maintenance and Repair |
| Emergency Response Management |
| Gantry Crane Management |
| Joining and Welding |
| Machining |
| Port Equipment Maintenance and Repair |
| Rubber-Tyred Gantry crane (RTG) Maintenance and Repair |
| Workplace Safety and Health Culture Development |



WAREHOUSE AND INVENTORY MANAGER

Sector: **Transport and Logistics**

Job Family: **Port Operations Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Warehouse and Inventory Manager is responsible for the overall management of warehouse facilities and parts inventory within the terminal. The role involves providing leadership and cost-effective management of terminal warehousing facilities while localizing and implementing global strategies. Using a criticality-based approach, the Warehouse and Inventory Manager ensures the optimal balance between parts availability and inventory cost to meet Asset Maintenance requirements. Additionally, this role is accountable for ensuring the fulfillment of all Health, Safety, Security, and Environment (HSSE) requirements for material storage, quality, and personnel safety within the warehouse facilities.

Key Tasks

Collaborate with the planning team and terminal staff to sustain the availability of spares and materials in alignment with maintenance schedules.

Enhance and promote best practices in warehousing operations by providing the right knowledge to local Warehouse and Inventory teams.

Ensure compliance with procurement policies and perform regular on-site warehouse assessments.

Implement the Warehousing and Inventory management standard and uphold criticality, preservation, and obsolescence standards for spare part management.

Manage inventory KPIs and exception reports, as well as organize and oversee stock control checks following global warehousing standards.

Monitor local Warehouse and Inventory statistics and KPIs, driving continuous improvements to warehouse management to support operational production and throughput targets.

Operate the daily safety management system within terminal warehouses and ensure compliance with Health, Safety, Security and Environment (HSSE) policies and procedures while promoting a safe workplace for warehouse operations.

Provide day-to-day management of warehouse teams and direct reports, monitor, and optimize stock levels, and minimize costs for depreciation and storage of spares to ensure critical spares are available on a just-in-time basis.

| Core Skills | Level |
|-------------------------|--------------|
| Building Inclusivity | Intermediate |
| Critical Thinking | Intermediate |
| Empathy | Intermediate |
| Numeracy | Intermediate |
| Planning and Organizing | Intermediate |

| Technical Skills |
|--------------------------------|
| Best Practices in Warehousing |
| Compliance Management |
| Cost Management |
| Global Strategy Implementation |
| Inventory Management |
| Inventory Optimization |
| Materials Planning |
| Procurement Policies |
| Safety Management |
| Stakeholder Management |
| Stock Control |

National Occupational Standard Code: [SBTRL10-029V01]



Warehouse Inspection



STORES FOREMAN

Sector: **Transport and Logistics**

Job Family: **Port Operations Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Stores Foreman within Port Operations Management is responsible for overseeing the provision of materials required for both planned and breakdown maintenance work, aligning with inventory strategies and historical demand. This role includes supervising the preservation and secure storage of all inventory items, while also optimizing inventory costs through waste reduction. Additionally, the Stores Foreman ensures strict adherence to Health, Safety, Security, and Environment (HSSE) requirements for material storage, quality, and the safety of warehouse personnel.

| Key Tasks |
|--|
| Collaborate with the planning team and terminal staff to ensure the availability of materials aligns with maintenance schedules. |
| Implement Warehousing and Inventory Management Standards and uphold criticality, preservation, and obsolescence standards for spare parts, materials, and equipment in the Stores inventory. |
| Monitor and optimize stock levels, minimum re-order quantities, and spare parts costs to ensure just-in-time availability while minimizing storage expenses. |
| Monitor local Warehouse and Inventory statistics and KPIs to identify potential improvements for warehouse management and operational targets. |
| Organize and support stock control checks in accordance with Global Warehousing Standards. |
| Support the daily safety management system within local / terminal warehouses, promoting a safe workplace and contributing to a strong safety culture. |

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Intermediate |
| Communication | Intermediate |
| Digital Literacy | Basic |
| Numeracy | Intermediate |
| Planning and Organizing | Intermediate |

| Technical Skills |
|--|
| Best Practices in Warehousing |
| Policy and Procedure Compliance |
| Cost Management |
| Health, Safety, Security and Environment (HSSE) Compliance |
| Inventory Management |
| Inventory Standards |
| Materials Planning |
| Network Participation |
| Preservation Practices |
| Procurement Policies |
| Stock Control |
| Warehouse Inspection |



STOREKEEPER

Sector: **Transport and Logistics**

Job Family: **Port Operations Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Storekeeper role within Port Operations Management entails ensuring the provision of materials for planned and breakdown maintenance work in accordance with inventory strategies and historical demand. This position involves preserving and securely storing inventory, reducing waste to optimize inventory costs, and ensuring full compliance with Health, Safety, Security, and Environment (HSSE) requirements for material storage and personnel safety within warehouse facilities.

| Key Tasks |
|--|
| Collaborate with the planning team and terminal staff to ensure that material availability aligns with maintenance schedules. |
| Conduct regular safety inspections and walks in warehouses to promote a robust safety culture. |
| Enforce Warehousing and Inventory management standards and uphold criticality, preservation, and obsolescence standards for spare parts, materials, and equipment in the Stores inventory. |
| Implement best practices in warehouse operations by applying specialized knowledge to warehouse facilities. |
| Maintain effective communication with internal and external stakeholders and uphold compliance with organizational values and business principles. |
| Manage and optimize stock levels, minimum re-order quantities, and spare parts costs to ensure just-in-time availability while minimizing storage expenses. |
| Monitor local Warehouse and Inventory statistics and KPIs, identifying opportunities for enhancing warehouse management to achieve production and throughput targets. |
| Organize and assist in stock control checks according to global warehousing standards. |

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Intermediate |
| Communication | Intermediate |
| Planning and Organizing | Basic |
| Problem Solving | Basic |

| Technical Skills |
|--|
| Best Practices in Warehousing |
| Collaborative Relationships |
| Cost Management |
| Health, Safety, Security and Environment (HSSE) Compliance |
| Inventory Management |
| Inventory Standards |
| Materials Planning |
| Preservation Practices |
| Procurement Policies |
| Stock Control |
| Stock Optimization |
| Warehouse Inspection |



CHIEF SECURITY OFFICER

Sector: **Transport and Logistics**

Job Family: **Port Operations Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Chief Security Officer holds a pivotal role in auditing and monitoring core security processes, operations, and standards. This includes ensuring strict compliance with the International Ship and Port Facility Security (ISPS) Code and government security regulations. The position involves actively engaging with governmental authorities based on the security level at the port. They play a critical role in maintaining and enhancing the security and regulatory compliance of the organization.

| Key Tasks |
|--|
| Conduct comprehensive security surveys of the port facility, incorporating results from the Port Facility Security Assessment (PFSA). |
| Coordinate Port Facility Security Plan Port Facility Security Assessment (PFSP) implementation with company and ship security officers, as well as manage command-and-control functions for incidents and emergencies. |
| Develop and maintain the Port Facility Security Plan (PFSP) to ensure security compliance. |
| Enhance security awareness and vigilance among port facility personnel. |
| Implement and exercise the Port Facility Security Plan (PFSP), including regular security inspections. |
| Provide adequate training to personnel responsible for port facility security. |
| Recommend and incorporate modifications to the Port Facility Security Plan (PFSP), addressing deficiencies and updates. |
| Report security-related occurrences to relevant authorities and maintain records. |

| Core Skills | Level |
|----------------------------|----------|
| Collaboration and Teamwork | Advanced |
| Critical Thinking | Advanced |
| Empathy | Advanced |
| Initiative | Advanced |
| Numeracy | Advanced |

| Technical Skills |
|---|
| Access Control Systems |
| Communication and Dissemination |
| Compliance Management |
| Crisis Management |
| Emergency Response Coordination |
| Government Relations |
| Incident Management |
| Patrol and Surveillance |
| Regulatory Compliance |
| Security Drills and Exercises |
| Security Inspection |
| Security Plan Development and Risk Assessment |
| Security Training and Awareness |
| Traffic Management |



PORT FACILITY SECURITY SUPERVISOR

Sector: **Transport and Logistics**

Job Family: **Port Operations Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Port Facility Security Supervisor plays a vital role in ensuring the safety and security of a port facility. This role involves overseeing the security function within the port facility, handling day-to-day supervisory activities for the security staff. They are responsible for providing security for all buildings, fences, and boundaries of the port. Additionally, the Port Facility Security Supervisor is responsible for developing and enforcing security protocols and procedures, coordinating with various teams to mitigate security risks, and conducting regular security assessments. They also monitor security surveillance systems, respond to security incidents, collaborate with local authorities, manage security personnel, and ensure compliance with international security regulations to safeguard the port facility's assets and personnel.

| Key Tasks |
|--|
| Act as the central point of contact for all security matters within the port. |
| Advise and communicate security issues affecting the port to all shifts. |
| Collaborate with relevant authorities, including the police and fire brigade. |
| Create and maintain security shift schedules. |
| Evaluate potential risks to personnel and the port, providing recommendations to the Port Facility Security Officer (PFSO). |
| Investigate incidents related to theft and security breaches within the port. |
| Manage the distribution of gate passes for port areas in consultation with the Port Facility Security Officer (PFSO). |
| Supervise security shifts by conducting routine patrols, ensuring professional interactions with the public, and maintaining security standards. |

| Core Skills | Level |
|----------------------------|--------------|
| Building Inclusivity | Basic |
| Collaboration and Teamwork | Basic |
| Communication | Intermediate |
| Critical Thinking | Basic |
| Problem Solving | Intermediate |

| Technical Skills |
|--|
| Access Control Policies |
| Access Control Systems |
| Emergency Response and Crisis Management |
| Incident Investigation |
| International Ship and Port Facility Security (ISPS) Code Compliance |
| Law Enforcement Collaboration |
| Security Awareness Training |
| Security Compliance Audits |
| Security Drills and Preparedness |
| Security Personnel Management |
| Security Policy Development |
| Security Risk Assessment |
| Surveillance Technology |

National Occupational Standard Code: [SBTRL10-033V01]



| |
|--------------------|
| Threat Analysis |
| Traffic Management |



SECURITY ADMIN COORDINATOR

Sector: **Transport and Logistics**

Job Family: **Port Operations Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Security Admin Coordinator leads a team responsible for daily security procedures in accordance with corporate strategy and location-specific requirements. They hold overall responsibility for access control and monitoring. Additionally, they provide secretarial and clerical support to the Security and Government Relations function.

| Key Tasks |
|---|
| Answer and screen telephone calls, arrange conference calls, and ensure messages are followed up on. |
| Compile and type statistical reports for the department. |
| Coordinate the manager's schedule and make appointments as needed. |
| Interact with government authorities, ensure security activities meet organizational requirements, and liaise with relevant stakeholders. |
| Manage time and attendance records for security staff and contractors. |
| Prepare outgoing mail, including email and faxes, and handle supply orders and equipment maintenance. |
| Provide direct supervision for Security Admin Assistants and gate passes staff, ensuring workflow adherence. |
| Read and route incoming mail, compose routine correspondence, and maintain a filing system for documents. |

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Basic |
| Communication | Intermediate |
| Digital Literacy | Basic |
| Literacy | Basic |
| Planning and Organizing | Basic |

| Technical Skills |
|------------------------------------|
| Access Control |
| Administrative Support |
| Policy and procedure Compliance |
| Crisis Management |
| Document Management |
| Mail and Email Management |
| Reporting |
| Scheduling and Calendar Management |
| Security Coordination |
| Stakeholder Liaison |
| Supply Management |
| Telephone Handling |
| Time and Attendance Management |



HEAD OF MOVEMENT MASTER

Sector: **Transport and Logistics**

Job Family: **Maritime Towing and Pilotage**

Regulator: **Ports and Maritime Affairs, Ministry of Transportation and Telecommunications**

Licensing Requirements: **As per Regulator requirement of (Ports and Maritime Affairs, Ministry of Transportation and Telecommunications)**

Job Description

The Head of Movement Master plays a pivotal role in leading and directing all aspects of maritime operations. They ensure smooth and efficient operations by addressing operational issues, collaborating with internal departments, and fostering strong relationships with external stakeholders. Additionally, they develop strategic plans, monitor industry trends, and oversee training programs to enhance the skills and knowledge of the maritime team. Ultimately, the Head of Movement Master is responsible for achieving operational excellence while ensuring compliance with all relevant regulations and safety protocols.

| Key Tasks |
|--|
| Address and resolve operational issues, incidents, and customer concerns in a timely and effective manner. |
| Collaborate with internal departments, such as Finance, Procurement, and Human Resources, to ensure seamless operations. |
| Conduct regular performance evaluations and provide guidance and support to the maritime team. |
| Develop and implement strategic plans and policies for maritime operations. |
| Ensure compliance with international maritime regulations, safety protocols, and environmental standards. |
| Foster relationships and maintain effective communication with external stakeholders, including port authorities, regulatory bodies, and other maritime organizations. |
| Manage and allocate resources effectively to optimize operational efficiency and cost-effectiveness. |
| Monitor and analyze industry trends, technology advancements, and regulatory changes to identify opportunities for improvement and innovation. |
| Oversee the development and implementation of training programs to enhance the skills and knowledge of maritime personnel. |
| Oversee the scheduling and coordination of vessel operations, including cargo loading and unloading, passenger embarkation and disembarkation, and vessel maintenance. |

| Core Skills | Level |
|-------------------------|--------------|
| Adaptability | Intermediate |
| Communication | Advanced |
| Critical Thinking | Advanced |
| Numeracy | Intermediate |
| Planning and Organizing | Advanced |

| Technical Skills |
|--|
| Data Analysis and Interpretation |
| Financial Management (Budgeting, Cost Control) |
| International Maritime Regulations Proficiency |
| Knowledge of Emerging Maritime Technologies |
| Maritime Operations (Vessel Management, Cargo Handling, and Port Operations) |
| Maritime Operations Software and Systems Management |
| Maritime Risk Management and Insurance Practices |

National Occupational Standard Code: [SBTRL11-001V01]



| |
|--|
| Maritime Safety, Security, and Environmental Standards |
| Maritime Training Programs Administration |
| Vessel Maintenance and Repair Procedures |
| Vessel Navigation and Communication Systems |



TUG TECHNICIAN

Sector: **Transport and Logistics**

Job Family: **Maritime Towing and Pilotage**

Regulator: **Ports and Maritime Affairs, Ministry of Transportation and Telecommunications**

Licensing Requirements: **As per Regulator requirement of (Ports and Maritime Affairs, Ministry of Transportation and Telecommunications)**

Job Description

The Tug Technician is responsible for conducting preventive maintenance of mechanical / electrical machinery and equipment on board sea-going vessels, trolleys, etc. They ensure compliance with acceptable ISO standards of Quality, Environmental, Occupational Health and Safety Management System (OHSMS), and Security Management Systems. The Tug Technician must possess strong planning and organizational skills, be employee-focused, self-motivated, and capable of dealing with people at all levels.

| Key Tasks |
|--|
| Collaborate effectively with team members and demonstrate strong teamwork skills. |
| Ensure compliance with ISO standards of Quality, Environmental, OHSMS, and Security Management Systems. |
| Maintain a high level of professionalism and courteousness when interacting with employees and stakeholders. |
| Maintain confidentiality and handle sensitive information with care. |
| Manage time effectively to meet deadlines and prioritize tasks. |
| Perform preventive maintenance on mechanical and electrical machinery / equipment on board sea-going vessels, trolleys, etc. |
| Plan and organize work tasks efficiently. |
| Troubleshoot and solve mechanical and electrical problems efficiently. |

| Core Skills | Level |
|----------------------------|-------|
| Collaboration and Teamwork | Basic |
| Communication | Basic |
| Digital Literacy | Basic |
| Planning and Organizing | Basic |
| Problem Solving | Basic |

| Technical Skills |
|--|
| American Petroleum Institute (API) Q1 Standards |
| Basic Mechanical and Electrical Principles |
| Computer Skills Related to Maintenance Tasks |
| Electrical and Hydraulic Systems Operation and Troubleshooting |
| Equipment Calibration and Alignment Procedures |
| Equipment Inspections and Diagnostics |
| Hand and Power Tools Operation |
| ISO Standards (Quality, Environmental, OHSMS, and Security Management Systems) |
| Mechanical and Electrical Maintenance of Machinery and Equipment |
| Preventive Maintenance Techniques |
| Routine and Emergency Repairs |

National Occupational Standard Code: [SBTRL11-003V01]



| |
|---|
| Technical Manuals and Schematics Proficiency |
| Trolley Operations and Maintenance |
| Vessels Mechanical and Electrical Systems Proficiency |
| Working Practices and Safety Protocols |



SENIOR MOVEMENT MASTER

Sector: **Transport and Logistics**

Job Family: **Maritime Towing and Pilotage**

Regulator: **Ports and Maritime Affairs, Ministry of Transportation and Telecommunications**

Licensing Requirements: **As per Ports and Maritime Affairs, Ministry of Transportation and Telecommunications requirements**

Job Description

The Senior Movement Master is responsible for controlling vessel movements within the Yard's premises and territorial waters, ensuring adherence to quality and safety standards, and maintaining safe working practices. They assist the Head of Movement Master in various activities related to surveys, requirements, and scheduling.

| Key Tasks |
|---|
| Assist the Head of Movement Master in conducting regular surveys alongside berths and quays. |
| Attend daily Production Meetings to understand activity requirements and scheduling. |
| Clarify and agree with vessel Masters on required vessel conditions and maneuvering requirements. |
| Conduct daily inspections of mooring arrangements when vessels are alongside Yard's berths. |
| Coordinate and request maritime equipment when needed to supplement the Yard's fleet. |
| Perform required movements of vessels under Yard's custody and the Yard's fleet, both ashore and onboard. |

| Core Skills | Level |
|----------------------------|--------------|
| Adaptability | Intermediate |
| Collaboration and Teamwork | Advanced |
| Communication | Advanced |
| Critical Thinking | Intermediate |
| Initiative | Intermediate |
| Planning and Organizing | Intermediate |

| Technical Skills |
|--|
| American Petroleum Institute (API) Q1 Standards |
| Cost Management |
| ISO Standards (Quality, Environmental, OHSMS, and Security Management Systems) |
| Maritime Equipment Proficiency |
| Maritime Regulations and Procedures Proficiency |
| Onboard / Ashore Maneuvering |
| Surveys and Inspections |
| Vessels Control |
| Working Practices and Safety Protocols |



TUG MASTER

Sector: **Transport and Logistics**

Job Family: **Maritime Towage and Pilotage**

Regulator: **Ports and Maritime Affairs, Ministry of Transportation and Telecommunications**

Licensing Requirements: **As per Ports and Maritime Affairs, Ministry of Transportation and Telecommunications**

Job Description

The Tug Master is responsible for the safe and efficient maneuvering of a tug boat, ensuring crew safety and proper handling of materials and people within the shipyard and Bahrain Ports. They are accountable for maintaining International Organization for Standardization ISO standards of quality, environmental safety, Occupational Health and Safety Management System (OHSMS), and security management systems. The Tug Master oversees docking, undocking, berthing, unberthing operations, and transportation tasks while adhering to safe working practices.

| Key Tasks |
|--|
| Command and manage the vessel and crew, prioritizing safety and efficiency during docking, undocking, berthing, and unberthing of vessels. |
| Ensure the availability of adequate tug, equipment, and resources for assigned tasks. |
| Implement and maintain the Quality, Safety, and Environmental System. |
| Maneuver the tugboat day and night as required, ensuring safe and efficient operations. |
| Report accidents, damages, and recommend repairs to the Section Head. |
| Supervise deck maintenance during non-operational periods. |
| Tow or push vessels of various sizes or dimensions, alone or with other tugs, ensuring safe and optimal speed. |
| Transport materials and personnel to and from anchored vessels. |

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Intermediate |
| Communication | Intermediate |
| Digital Literacy | Basic |
| Literacy | Intermediate |
| Planning and Organizing | Intermediate |

| Technical Skills |
|--|
| Emergency Response |
| Financial Acumen |
| ISO Standards (OHSMS and Security Management Systems) |
| Propulsion and Steering Systems, Compass, and Radar Operations |
| Report Writing and Independent Correspondence Ability |
| Risk Management |
| Safety and Salvation Techniques (Sea-Going Staff) |
| Tug and Equipment Maintenance |



TUG SAILOR

Sector: **Transport and Logistics**

Job Family: **Maritime Towing and Pilotage**

Regulator: **Ports and Maritime Affairs, Ministry of Transportation and Telecommunications**

Licensing Requirements: **As per Ports and Maritime Affairs, Ministry of Transportation and Telecommunications**

Job Description

The Tug Sailor works on a tug and performs various tasks such as establishing ship or shore connections, scrapping, painting, cleaning, and minor maintenance. The role requires adherence to International Organization for Standardization ISO standards and safe working practices.

| Key Tasks |
|---|
| Apply knowledge of safe working loads and coordinate lifting and transportation of loads. |
| Assist the Tug Engineer in case of fire or fire drills. |
| Clean the superstructure, deck, holds, and accommodation. |
| Make cable connections with ships or shore as directed by the Captain. |
| Occasionally stand watch during sea voyages. |
| Perform splicing of cables and repairs to fenders. |
| Scrape off rust and paint in designated areas. |
| Work on board during docking, undocking, berthing, and unberthing, handling cables and controlling vessel movement. |

| Core Skills | Level |
|----------------------------|--------------|
| Adaptability | Basic |
| Collaboration and Teamwork | Basic |
| Communication | Basic |
| Literacy | Intermediate |
| Planning and Organizing | Basic |
| Problem Solving | Basic |

| Technical Skills |
|--|
| American Petroleum Institute (API) Q1 Standards |
| Cable Handling and Vessel Movement Control |
| Cable Splicing and Fender Repair |
| Fire Safety Procedures and Drills |
| ISO Standards (Quality, Environmental, OHSMS, and Security Management Systems) |
| Knowledge of Safe Working Loads and Lifting Coordination |
| Knowledge of Safe Working Practices and Hazard Identification |
| Painting and Surface Preparation |
| Ship and Shore Connection Procedures |
| Vessel Handling and Maneuvering Operations |
| Vessel Structures Cleaning and Maintenance |
| Watchkeeping and Steering |



TRAINEE MOVEMENT MASTER

Sector: **Transport and Logistics**

Job Family: **Maritime Towage and Pilotage**

Regulator: **Ports and Maritime Affairs, Ministry of Transportation and Telecommunications**

Licensing Requirements: **As per Ports and Maritime Affairs, Ministry of Transportation and Telecommunications**

Job Description

The Trainee Movement Master is mainly being trained on controlling vessel movements within the Yard's premises and territorial waters, ensuring adherence to quality and safety standards, and maintaining safe working practices.

| Key Tasks |
|---|
| Assisting the Maritime Department Head in conducting regular surveys alongside berths and quays. |
| Attending daily Production Meetings to understand activity requirements and scheduling. |
| Clarifying and agreeing with vessel Masters on required vessel condition and maneuvering requirements. |
| Conducting daily inspections of mooring arrangements when vessels are alongside Yard's berths. |
| Coordinating and requesting maritime equipment when needed to supplement the Yard's fleet. |
| Performing required movements of vessels under Yard's custody and the Yard's fleet, both ashore and on board. |

| Core Skills | Level |
|----------------------------|-------|
| Adaptability | Basic |
| Collaboration and Teamwork | Basic |
| Communication | Basic |
| Planning and Organizing | Basic |

| Technical Skills |
|--|
| American Petroleum Institute (API) Q1 Standards |
| Cost Management |
| ISO Standards (Quality, Environmental, OHSMS, and Security Management Systems) |
| Knowledge of Safe Working Practices |
| Maritime Equipment Proficiency and Coordination |
| Maritime Regulations and Procedures Proficiency |
| Surveys and Inspections Proficiency |
| Vessels Maneuvering and Movement Control |



MOVEMENT MASTER

Sector: **Transport and Logistics**

Job Family: **Maritime Towage and Pilotage**

Regulator: **Ports and Maritime Affairs - Ministry of Transportation and Telecommunications**

Licensing Requirements: **As per Regulator requirement of Marine Pilot & Tug Master License (Ports and Maritime Affairs, Ministry of Transportation and Telecommunications)**

Job Description

The Movement Master's main responsibilities include controlling vessel movements within the Yard's premises and territorial waters, ensuring adherence to quality and safety standards, and maintaining safe working practices. They assist with surveys, attending daily meetings, coordinating equipment, and performing vessel movements.

| Key Tasks |
|--|
| Assisting the Maritime Department Head in conducting regular surveys alongside berths and quays. |
| Attending daily Production Meetings to understand activity requirements and scheduling. |
| Clarifying and agreeing with vessel Masters on required vessel condition and maneuvering requirements. |
| Conducting daily inspections of mooring arrangements when vessels are alongside Yard's berths. |
| Coordinating and requesting maritime equipment when needed to supplement the Yard's fleet. |
| Performing required movements of vessels under Yard's custody and the Yard's fleet, both ashore and onboard. |

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Intermediate |
| Communication | Intermediate |
| Initiative | Intermediate |
| Planning and Organizing | Intermediate |
| Problem Solving | Intermediate |

| Technical Skills |
|--|
| American Petroleum Institute (API) Q1 Standards |
| Cost Management |
| International Organization for Standardization (ISO) Standards (Quality, Environmental, Occupational Health and Safety Management System (OHSMS), and Security Management Systems) |
| Knowledge of Safe Working Practices |
| Maritime Equipment Proficiency and Coordination |
| Maritime Regulations and Procedures Proficiency |
| Surveys and Inspections Proficiency |
| Vessels Maneuvering and Movement Control |



HEAD OF MARINE ENGINEERING

Sector: **Transport and Logistics**

Job Family: **Maritime Towing and Pilotage**

Regulator: **Ministry of Transportation and Telecommunications - Civil Aviation Affairs**

Licensing Requirements: **As per Regulator requirement of (Ministry of Transportation and Telecommunications)**

Job Description

The Head of Marine Engineering is responsible for overseeing and managing the maintenance activities for tugs, ensuring efficient and cost-effective repairs while adhering to job specifications and industry standards. They lead and manage a team of Marine Engineers, ensuring the safe, efficient, and cost-effective operation and maintenance of all tugs and marine equipment. The Head of Marine Engineering plays a crucial role in upholding the company's quality standards, safety procedures, and budget objectives.

Key Tasks

Collaborate with internal contacts such as Work Preparators, Tug Technicians, Tug Masters, and external contacts such as Class Surveyors.

Ensure all work is performed to acceptable standards and within the company's Quality System procedures.

Maintain discipline and implement safety procedures for supervised personnel.

Monitor expenditures to predetermined levels and minimize costs and reworks.

Receive instructions from the Head of Movement Master and create work schedules and labor requirements.

Report progress and problems to the Head of Movement Master regularly.

Supervise and provide technical advice to Marine Engineers working on tugs or in the workshop.

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Advanced |
| Communication | Advanced |
| Digital Literacy | Intermediate |
| Literacy | Advanced |
| Planning and Organizing | Advanced |
| Problem Solving | Advanced |

| Technical Skills |
|--|
| American Petroleum Institute (API) Q1 Standards |
| Class Survey Requirements |
| Financial Management (inc. Cost Control) |
| Independent Correspondent Ability |
| International Organization for Standardization (ISO) Standards (Quality, Environmental, Occupational Health & Safety Management System (OHSMS), and Security Management Systems) |
| Job Specifications Interpretation |
| Knowledge of Safe Working Practices |
| Mechanical Engineering |



MARINE ENGINEER

Sector: **Transport and Logistics**

Job Family: **Maritime Towing and Pilotage**

Regulator: **Ports and Maritime Affairs - Ministry of Transportation and Telecommunications**

Licensing Requirements: **As per Regulator requirement of (Ports and Maritime Affairs, Ministry of Transportation and Telecommunication)**

Job Description

The Marine Engineer is responsible for organizing and supervising maintenance activities for tugs, ensuring cost-effective repairs and adherence to job specifications and recognized working practices. The Marine Engineer works closely with the Head of Marine Engineering and supervises Tug Technicians, ensuring all tasks are completed to the highest standards. They should have a Diploma in Mechanical Engineering and a minimum of five years of experience as a Maritime Supervisor or Tug Technician / Mechanical Supervisor in a Ship Repair Establishment. The ideal candidate should possess skills in planning, organizing, and time management, along with excellent communication and interpersonal skills.

| Key Tasks |
|---|
| Collaborate with internal contacts such as Work Preparators, Tug Technicians, Tug Masters, and external contacts such as Class Surveyors. |
| Communicate additional work requirements to the Maritime Work Preparator. |
| Ensure all work is performed to acceptable standards and within the company's Quality System procedures. |
| Maintain discipline and implement safety procedures for supervised personnel. |
| Monitor expenditures to predetermined levels and minimize costs and reworks. |
| Receive instructions from the Head of Marine Engineering and create work schedules and labor requirements. |
| Report progress and problems to the Head of Tug Operations regularly. |
| Supervise and provide technical advice to Tug Technicians working on tugs or in the workshop. |

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Intermediate |
| Communication | Intermediate |
| Digital Literacy | Intermediate |
| Literacy | Intermediate |
| Planning and Organizing | Intermediate |

| Technical Skills |
|--|
| American Petroleum Institute (API) Q1 Standards |
| Class Survey Requirements |
| Computer Applications Proficiency |
| Financial Management (inc. Cost Control) |
| Independent Correspondent Ability |
| International Organization for Standardization (ISO) Standards (Quality, Environmental, Occupational Health and Safety Management System (OHSMS), and Security Management Systems) |
| Job Specifications Interpretation |
| Knowledge of Safe Working Practices |
| Mechanical Engineering |



WAREHOUSE OPERATIONS MANAGER

Sector: **Transport and Logistics**

Job Family: **Warehouse Management and Operations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Warehouse Operations Manager oversees warehouse policies, standards, and procedures, ensuring they align with business and customer needs. They are responsible for managing resources and promoting buy-in from stakeholders. This role leads a department and makes independent business decisions.

| Key Tasks |
|---|
| Develop and implement incident and crisis management plans for cargo-related challenges. |
| Drive environmental protection and corporate social responsibility within warehouse operations. |
| Foster a culture of continuous improvement, incorporating technology innovations and achieving project goals. |
| Manage Health/safety and Environment initiatives, responding to risk assessments and promoting compliance. |
| Oversee inventory management as it relates to stock-taking and inventory control. |
| Review and align warehouse strategies, storage systems, and resource planning. |

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Advanced |
| Communication | Advanced |
| Critical Thinking | Advanced |
| Digital Literacy | Intermediate |
| Initiative | Advanced |
| Planning and Organizing | Advanced |

| Technical Skills |
|--------------------------------------|
| Change Management |
| Customer Management |
| Environmental Protection Management |
| Financial Management |
| Process Improvement and Optimization |
| Risk Management and Administration |
| Stakeholder Management |
| Strategy Implementation |
| Warehouse Administration |
| Warehouse Automation Application |
| Warehouse Facility Security Control |
| Warehouse Inventory Control / Audit |



WAREHOUSE OPERATIONS SUPERVISOR

Sector: **Transport and Logistics**

Job Family: **Warehouse Management and Operations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Warehouse Operations Supervisor is responsible for overseeing warehouse operations, including inbound and outbound shipments, stock management, quality control, and ensuring safe and efficient material handling. This role monitors performance, promotes safety, and collaborates with stakeholders.

| Key Tasks |
|---|
| Address operational issues and maintain inventory system. |
| Ensure efficient cargo handling and equipment performance while addressing changing industry standards and facilitate compliance of height, weight, and special handling requirements in stacking, moving, and arranging items on pallets according to storage. |
| Facilitate discussions on Work Safety and Health solutions and support technology projects. |
| Inspect management techniques for dangerous goods and temperature-sensitive cargo and coordinate department's incident and crisis management initiatives. |
| Monitor inbound and outbound planning, ensuring adherence to timelines. |
| Organize continuous improvement initiatives. |
| Plan and optimize resource allocation, warehouse layout, and storage systems. |
| Supervise warehouse safety and health (WSH) activities, including risk assessments and compliance. |

| Core Skills | Level |
|-------------------------|--------------|
| Communication | Intermediate |
| Critical Thinking | Intermediate |
| Digital Literacy | Intermediate |
| Initiative | Intermediate |
| Planning and Organizing | Advanced |
| Problem Solving | Advanced |

| Technical Skills |
|--|
| Change Management |
| Dangerous Goods Management |
| Environmental Protection Reporting |
| Logistics Process Quality Management |
| Order Fulfilment Administration |
| Risk Management and Administration |
| Warehouse Inventory Control / Audit |
| Warehouse Maintenance and Housekeeping |



WAREHOUSE MAINTENANCE SUPERVISOR

Sector: **Transport and Logistics**

Job Family: **Warehouse Management and Operations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Warehouse Maintenance Supervisor is responsible for the complete maintenance of the building, machinery, equipment and material handling equipment (MHE). The role also conducts inspections on a regular basis for precautionary protection of building, machinery, and equipment, and ensures adherence to safety and security standards.

| Key Tasks |
|---|
| Coordinate all ramp operations and requirements. |
| Coordinate maintenance activities and repairs. |
| Coordinate with relevant on-the-ground employees to ensure proper functioning of machinery and equipment. |
| Ensure compliance with Standard Operating Procedures (SOPs). |
| Execute safety measures and escalate safety and security breaches. |
| Inspect equipment and machinery for optimal functionality. |
| Inspect warehouse facilities and equipment for maintenance needs. |

| Core Skills | Level |
|----------------------------|--------------|
| Adaptability | Intermediate |
| Collaboration and Teamwork | Advanced |
| Communication | Intermediate |
| Digital Literacy | Intermediate |
| Planning and Organizing | Advanced |
| Problem Solving | Advanced |

| Technical Skills |
|---|
| Accident and Incident Response Management |
| Equipment Maintenance |
| Hazardous Materials Identification System (HMIS) Administration |
| Innovation Management |
| Learning and Development |
| Process Improvement and Optimization |
| Standard Operating Procedures Proficiency |
| Warehouse Facility Management |



WAREHOUSE COORDINATOR / STOREKEEPER

Sector: **Transport and Logistics**

Job Family: **Warehouse Management and Operations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Warehouse Coordinator / Storekeeper is responsible for coordinating general warehouse operations and activities, including shipping (inbound) and handling deliveries (outbound), maintaining inventory, documenting warehouse transactions and records, housekeeping, and inspection. They are expected to work with stakeholders to accomplish their work.

| Key Tasks |
|---|
| Manage daily warehouse activities, ensuring compliance with warehouse operations management and control policies. |
| Oversee and manage warehouse inventory, and track cargo-handling schedules to ensure timelines are complied with and met. |
| Comply with safety, health, and operational quality standards, perform safety and health risk assessments, and report any incidents that compromise safety. |
| Apply methods and techniques to manage time- and temperature-sensitive cargo, dangerous goods, and coordinate transshipment and transloading operations. |
| Perform documentation of business requirements and ensure all warehouse transactions are properly documented. |
| Review warehousing quality issues in a timely manner and coordinate activities to improve the quality of logistics services. |
| Work with team members to support technology projects, apply the latest technology to improve operations in own work areas, and operate technology or electronic tools and devices. |
| Manage a team of Warehouse Assistants, plan their working schedule, and ensure safe working conditions for forklift drivers. |

| Core Skills | Level |
|----------------------------|--------------|
| Adaptability | Basic |
| Collaboration and Teamwork | Intermediate |
| Communication | Intermediate |
| Digital Literacy | Basic |
| Planning and Organizing | Basic |
| Problem Solving | Basic |

| Technical Skills |
|---|
| Container Loading and Unloading Administration |
| Dangerous Goods Management |
| Environmental Protection Management |
| Hazardous Materials Identification System (HMIS) Administration |
| Order Fulfilment Administration |
| Warehouse Inventory Control / Audit |
| Warehouse Housekeeping |
| Warehouse Management System Administration |
| Warehousing / Cargo-related Occupational Health and Safety Management |



WAREHOUSE TRANSPORTATION MANAGER

Sector: **Transport and Logistics**

Job Family: **Transportation Management and Operations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Warehouse Transportation Manager is responsible for managing and reviewing transportation operational policies, standards, and procedures in accordance with business and customer needs, as well as implementing transportation solutions. This role involves managing transport business resources, including manpower, internal assets, and external vendors. The Warehouse Transportation Manager is expected to lead a department, make independent business decisions, and collaborate with stakeholders to ensure efficient and effective transportation operations.

Key Tasks

Communicate key messages resulting from transport operations data analysis to stakeholders and emphasize the importance of achieving transportation operation timeframe outcomes.

Create and review transportation operational policies, standards, and procedures in accordance with business and customer needs, and assess the effectiveness of risk mitigation plans.

Drive organizational discussions and motivate colleagues to develop and adopt the latest technology innovations and review the impact of implementing technology enablers on operations, fostering a culture of continuous improvement.

Formulate vehicle fleet management strategies across different plans.

Influence stakeholders' perspectives on requirements and activities, and align resource management strategies with business strategies.

Manage transport business resources, including manpower, internal assets, and external vendors.

Oversee the daily operations and ensure efficiency in transportation processes.

Review cargo consolidation plans to identify savings in space, cost, and efficiency, as well as review incident or crisis management plans to mitigate gaps.

Core Skills

Level

| | |
|----------------------|--------------|
| Building Inclusivity | Intermediate |
| Communication | Advanced |
| Critical Thinking | Intermediate |
| Empathy | Advanced |
| Initiative | Advanced |

Technical Skills

| |
|--|
| Business Continuity Management |
| Business Negotiation |
| Cargo Security Control |
| Change Management |
| Cold Chain Operations Administration |
| Customer Management |
| Financial Management |
| Innovation Management |
| Logistics Solution Product / Project Management |
| Pricing for Transportation Services and Operations |
| Process Improvement and Optimization |
| Risk Management and Administration |

National Occupational Standard Code: [SBTRL13-001V01]



| |
|--|
| Shipment Load Planning and Palletization / Consolidation |
| Stakeholder Management |
| Transportation Route and Schedule Planning |



WAREHOUSE TRANSPORTATION SUPERVISOR

Sector: **Transport and Logistics**

Job Family: **Transportation Management and Operations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Warehouse Transportation Supervisor is responsible for overseeing the day-to-day operations of the warehouse transportation department. This includes supervising a team of warehouse workers, ensuring that all shipments are received and shipped on time, and maintaining accurate records of all transportation activities.

| Key Tasks |
|--|
| Apply integrated logistics solutions and business management principles to improve overall transport plans. |
| Apply statistical analysis principles and techniques to analyze transport operations parameters. |
| Develop transport risk management plans to improve the process of transport execution. |
| Evaluate alternative forms of proxy to electronic data interchange (EDI) procedures. |
| Lead the development of effective vehicle fleet management plans including delivery and pick-up transportation operations. |
| Leverage data analytics to build insights on technology usage and improve transportation efficiency. |
| Manage resources to ensure transportation operation schedules are met, including delivery and pick-up transportation operations. |
| Optimize resource and cost management based on market practices and business environment. |
| Plan key activities and milestones in technology projects related to transportation. |
| Review methods and techniques to better manage dangerous goods and hazardous materials. |

| Core Skills | Level |
|----------------------------|----------|
| Collaboration and Teamwork | Basic |
| Communication | Basic |
| Empathy | Basic |
| Literacy | Advanced |
| Planning and Organizing | Advanced |
| Problem Solving | Basic |

| Technical Skills |
|--|
| Business Continuity Management |
| Business Negotiation |
| Cargo Security Control |
| Cold Chain Operations Administration |
| Customer Management |
| Dangerous Goods Management |
| Pricing for Transportation Services and Operations |
| Process Improvement and Optimization |
| Risk Management and Administration |
| Shipment Load Planning and Palletization / Consolidation |
| Time Sensitive Cargo Delivery Management |
| Transport Management System Administration |
| Transportation Hub / Control Centre Administration |

National Occupational Standard Code: [SBTRL13-002V01]



Transportation Route and Schedule Planning



TRANSPORT OPERATOR

Sector: **Transport and Logistics**

Job Family: **Transportation Management and Operations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Transport Operator is responsible for the physical operation of transportation vehicles. This can include driving vehicles, loading and unloading goods, and ensuring the safe and timely delivery of cargo. They may also be responsible for basic vehicle maintenance and adhering to safety regulations and procedures. In some cases, transport operators may also handle dangerous goods and time-sensitive cargo.

| Key Tasks |
|--|
| Adhere to safety regulations and procedures to ensure safe and timely delivery of cargo. |
| Apply methods and techniques to manage time- and temperature-sensitive cargo. |
| Load and unload goods from vehicles and handle dangerous goods and time-sensitive cargo, when necessary. |
| Operate cargo-lifting and rigging equipment. |
| Operate light and heavy transportation vehicles. |
| Perform basic vehicle maintenance. |
| Perform cargo or material-handling security procedures. |
| Perform cross-docking operations and shipment consolidation. |

| Core Skills | Level |
|----------------------------|-------|
| Adaptability | Basic |
| Building Inclusivity | Basic |
| Collaboration and Teamwork | Basic |
| Communication | Basic |
| Empathy | Basic |
| Initiative | Basic |

| Technical Skills |
|---|
| Cargo Handling |
| Cargo Security |
| Cold Chain Operations |
| Dangerous Goods Management |
| Environmental Compliance |
| Equipment Handling |
| Health Safety and Environment Standards |
| Inspection and Compliance |
| Quality Assurance |
| Risk Management |
| Route Planning |
| Safety Compliance |
| Shipment Consolidation |
| Time-Sensitive Cargo Management |
| Vehicle Operation and Maintenance |



DISPATCH COORDINATOR

Sector: **Transport and Logistics**

Job Family: **Transportation Management and Operations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Dispatch Coordinator is responsible for the safe, efficient and on-time delivery and operation of heavy vehicles [(Full Container Load (FCL) / Less than Container Load (LCL): Class 4; Conventional Transport (CVT): Class 4 and 5 (Prime Movers, Cranes); Lorry / Light Load (LCL): Class 3)] to load, move, and unload goods. They may also be required to support general transportation operations. Systematic and mechanically inclined, they are required to operate heavy vehicles independently. They are expected to work in rotating shifts within a closed vehicle and under time pressure, and with stakeholders, to accomplish their work.

| Key Tasks |
|--|
| Adhere to organizational procedures to reduce emissions and increase energy efficiency, apply environmental protection procedures, and report workplace safety and health incidents. |
| Coordinate transportation schedules and routes. |
| Manage resources to ensure transportation operation schedules are met. |
| Operate technology or electronic tools and devices, and lorry cranes. |
| Perform activities to improve the quality of logistics services as well as basic risk assessment including safety and health risk assessment. |
| Perform delivery and pick-up operations, including transshipment and transloading operations. |
| Perform maintenance of transportation facilities, equipment, infrastructure, and systems. |
| Support the department in incident and crisis management initiatives. |
| Work with stakeholders to accomplish tasks. |

| Core Skills | Level |
|----------------------------|--------------|
| Building Inclusivity | Basic |
| Collaboration and Teamwork | Basic |
| Communication | Intermediate |
| Empathy | Basic |
| Planning and Organizing | Intermediate |
| Problem Solving | Basic |

| Technical Skills |
|---|
| Cold Chain Operations Administration |
| Dangerous Goods Management |
| Equipment Maintenance |
| Risk Management and Administration |
| Shipment Load Planning and Palletization / Consolidation |
| Time-Sensitive Cargo Delivery Management |
| Transportation Equipment Handling |
| Warehousing / Cargo-Related Occupational Health and Safety Management |



LOGISTICS SOLUTIONS MANAGER

Sector: **Transport and Logistics**

Job Family: **Logistics Solutions Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Logistics Solutions Manager is responsible for managing the processes of logistics solution business development, analyzing, designing and implementing end-to-end logistics solutions for customers. They are responsible for managing logistics solutioning business resources, including manpower, internal assets and external vendors. Analytical and logical, they are required to manage resources and obtain buy-in from stakeholders. They are also expected to lead a department and make business decisions independently.

| Key Tasks |
|---|
| Allocate resources (manpower, internal assets, external vendors) effectively to maximize efficiency and cost-effectiveness. |
| Collaborate with customers to develop and manage co-created solutions that address specific needs. |
| Design and implement end-to-end logistics solutions that address customers' unique needs and optimize supply chain operations. |
| Develop new business by analyzing market trends, formulating business plans, and building relationships with customers and stakeholders to expand market share. |
| Evaluate data, trends, and risks to identify opportunities for improvement and inform decision-making. |
| Lead teams, manage logistics operations, and ensure the timely delivery of services to meet customer requirements. |
| Lead the development and implementation of innovative logistics solutions to enhance competitiveness. |
| Monitor service delivery, identify lapses, and propose data-driven solutions to enhance customer satisfaction. |

| Core Skills | Level |
|----------------------|--------------|
| Building Inclusivity | Intermediate |
| Communication | Basic |
| Critical Thinking | Intermediate |
| Empathy | Basic |
| Problem Solving | Intermediate |

| Technical Skills |
|---|
| Business Development |
| Data and Statistical Analysis |
| Financial Management |
| Logistics Operations Research and Planning |
| Logistics Solution Design Thinking |
| Logistics Solution Product / Project Management |
| Market Research |
| Material Management (Planning, Sourcing, Use, Disposal) |
| Process Improvement and Optimization (inc. Material Flow Modelling) |
| Risk Management and Administration |
| Strategy Development |
| Stakeholder Management (Customer, Vendor, etc.) |

National Occupational Standard Code: [SBTRL14-002V01]



| |
|--|
| Supply Chain Solutioning / Modelling / Planning |
| Technology Design and Application (Autonomous Logistics, Cloud Computing, Integrated Systems, e-Logistics) |



LOGISTICS SOLUTIONS SPECIALIST

Sector: **Transport and Logistics**

Job Family: **Logistics Solutions Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Logistics Solutions Specialist is responsible for analyzing customer needs and supporting development of integrated logistics solutions (across transportation, warehouse, freight forwarding) for customers. Analytical and systematic, they are required to develop logistics solutions and to deal with stakeholders frequently.

| Key Tasks |
|---|
| Analyze customer needs to determine the prevalent trends, dynamics and market movements. |
| Analyze data and research outputs to offer explanations for data findings. |
| Analyze market needs and opportunities in key accounts within assigned verticals. |
| Communicate requirements and activities to stakeholders. |
| Conduct targeted conversations with customers to identify customer needs and identify innovative logistics solutions that address customer needs. |
| Execute established and small scale supply chain operations for customers according to operational policies, standards and procedures. |
| Perform analysis and research, basic risk assessments and logistics services' operational documentation. |
| Work with allocated resources to ensure alignment of interests within business activities. |

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Intermediate |
| Critical Thinking | Intermediate |
| Digital Literacy | Intermediate |
| Empathy | Intermediate |
| Problem Solving | Advanced |

| Technical Skills |
|---|
| Business Development |
| Cloud Computing Application |
| Contract / Vendor Management |
| Data and Statistical Analysis |
| Logistics Operations Research and Planning |
| Logistics Solution Design Thinking |
| Logistics Solution Product / Project Management |
| Market Research |
| Material Flow Modelling |
| Material Management (Planning, Sourcing, Use, Disposal) |
| Planning and Strategizing |
| Process Improvement and Optimization |
| Risk Management and Administration |
| Supply Chain Solutioning and Modelling |
| Vertical Program Management |



FREIGHT FORWARDING MANAGER (SEA / AIR / LAND)

Sector: **Transport and Logistics**

Job Family: **Freight Forwarding and Operations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Freight Forwarding Manager oversees freight operational policies, aligning them with business and customer demands and ensuring goods are moved efficiently and safely from origin to destination. They have an in depth understanding of Logistics and Transport Regulations. They manage external vendor relationships and work closely with internal departments within the organization. The Freight Forwarding Manager oversees the budgeting of the department.

| Key Tasks |
|---|
| Address day-to-day operational challenges and ensure alignment with up-to-date regulations, compliance, tariffs, and rate changes. |
| Build and maintain relations with key stakeholders such as vendors, carriers, and Port Authorities. |
| Champion the adoption of innovative technologies and promote Corporate Social Responsibility and Environmental Protection Policies in logistics operations. |
| Design and improve freight shipment solutions, ensuring alignment with customer requirements and satisfaction. |
| Lead and manage teams, fostering a culture of continuous business process improvement. |
| Manage and evaluate operational policies, risk mitigation, and ensure compliance. |
| Oversee cargo documentation, carrier ranking, and address cargo-handling efficiency. |
| Oversee the coordination of international shipments, ensuring timely and cost-effective delivery. |
| Provide reports on productivity and forecast and engage senior management for strategic decision-making and project implementations. |

| Core Skills | Level |
|----------------------------|----------|
| Adaptability | Advanced |
| Collaboration and Teamwork | Advanced |
| Communication | Advanced |
| Critical Thinking | Advanced |
| Planning and Organizing | Advanced |
| Problem Solving | Advanced |

| Technical Skills |
|---|
| Business Negotiation |
| Change Management |
| Customer Management |
| International Freight and Customs Regulations |
| Health, Safety and Environment Regulations in Freight Handling and Transportation |
| Logistics Process Quality Management |
| Risk Management and Administration |
| Stakeholder Management |



SENIOR CUSTOMS CLEARANCE AGENT

Sector: **Transport and Logistics**

Job Family: **Freight Forwarding and Operations**

Regulator: **Customs Affairs, Ministry of Interior**

Licensing Requirements: **As per Regulator requirements of Customs Affairs, Ministry of Interior**

Job Description

The Senior Customs Clearance Agent is responsible for overseeing and facilitating the import and export of goods. They ensure compliance with Local and International Custom Regulations and Duties they also manage a team of brokers and maintain relationship with clients and custom officials. Their primary goal is to ensure a smooth and efficient Custom Clearing Process.

| Key Tasks |
|--|
| Address potential challenges and stay updated with changes of customs duties ensuring compliance with internal and external regulations. |
| Engage with local customs authorities to guarantee efficient clearance. |
| Ensure compliance with all custom import and export regulation and laws. |
| Ensure strict compliance with Standard Operating Procedures (SOPs), governmental regulations, and other related standards, performing checks to identify non-compliance. |
| Maintain records and documentation related to all customer activities. |
| Provide cost-efficient shipment advice to customers based on tariffs, insurance, and quotas. |
| Provide leadership and guidance to Custom Agents ensuring continuous learning and development and supervise the daily operations. |
| Review and process documentation for the clearance of goods through customs. |

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Intermediate |
| Communication | Advanced |
| Planning and Organizing | Advanced |
| Problem Solving | Advanced |

| Technical Skills |
|--|
| Cargo and Receipt Inspection |
| Cargo Issuance and Dispatch |
| Customer Management |
| E-Custom Declaration Systems |
| Freight and Cargo Claim Administration |
| Import and Export Documentation Administration |
| National / International Custom Tarriff Management |
| Risk Management and Administration |
| Stakeholder Management |
| Team Supervision and Operational Efficiency |



CARGO TRANSPORT AND HANDLING SUPERVISOR

Sector: **Transport and Logistics**

Job Family: **Freight Forwarding and Operations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Cargo Transport and Handling Supervisor is responsible for inspecting freight in accordance with freight forwarding documents and documenting any discrepancies. This role requires a systematic and observant individual who ensures compliance with Laws and Regulations, including the proper positioning, cushioning, restraining, and balancing of cargo, as well as safety inspections.

| Key Tasks |
|---|
| Account for checks in accordance with internal Standard Operating Procedure (SOPs), Government Regulatory Requirements, and Legislations to identify non-compliance. |
| Account for incoming materials rejection assessment. |
| Collaborate with internal and external stakeholders. |
| Drive on-time completion of all assigned internal audit tasks. |
| Evaluate risk factors that impact efficiency. |
| Execute operational policies, standards, and procedures. |
| Lead inspection of cargo acceptance documentation and handle customs clearance processing. |
| Lead inspection of cargo or material-handling security procedures as well as Incident or Crisis Management Initiatives. |
| Maintaining detailed records of all packing and handling activities for future reference, suggest Workplace, Safety and Health (WSH) solutions to address localised shortcomings in existing processes. |

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Intermediate |
| Communication | Intermediate |
| Critical Thinking | Intermediate |
| Planning and Organizing | Intermediate |
| Problem Solving | Intermediate |

| Technical Skills |
|---|
| Cargo and Receipt Inspection |
| Cargo Issuance and Dispatch |
| Crisis Management |
| Dangerous Goods Cargo Management |
| Data Entry and Analysis |
| Time Sensitive Cargo Delivery Management |
| Import and Export Documentation Administration |
| International Trade Legislation Compliance |
| Logistics Process Quality Management |
| Risk Management and Administration |
| Warehousing / Cargo-related Occupational Health and Safety Management |



FREIGHT SPECIALIST / FREIGHT AGENT

Sector: **Transport and Logistics**

Job Family: **Freight Forwarding and Operations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Freight Specialist/Agent is responsible for coordinating with customers, Logistics Operators, shipping lines, airlines and Customs Officials to plan and track the movement of goods, ensuring they are cleared through customs or quarantine and safely delivered to clients. They ensure that shipments are picked and delivered on time. They also negotiate rates with airlines, shipping lines and insurance companies, they review freight costs, and prepare quotes for customers. The Freight Specialist / Agent is analytical and systematic, working closely with various stakeholders to plan and review operations they negotiate logistics and insurance rates with relevant parties to secure the best rates for their clients.

| Key Tasks |
|---|
| Apply operational policies, standards, and procedures. |
| Coordinate shipments by connecting shippers with appropriate carriers. |
| Evaluate and assess Incident or Crisis Management initiatives, resolving any issues or discrepancies that may arise during the shipping process. |
| Evaluate cargo handling and delivery operations to ensure compliance with industry regulations and standards, rating principles, operator variations and security procedures. |
| Evaluate customer needs to improve freight operations processes and assess risk factors that impact efficiency. |
| Develop and maintain strong relationships with clients, carriers and other industry professionals. |
| Monitor shipments to ensure timely pickup and delivery. |
| Negotiate rates and contracts with carriers to secure the best possible prices for clients. |
| Recommend cargo consolidation solutions to optimize space, cost, and efficiency. |
| Recommend methods and techniques to manage dangerous goods. |
| Recommend methods to improve cargo documentation process based on strict adherence to industry standards or sector requirements. |

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Intermediate |
| Communication | Intermediate |
| Critical Thinking | Intermediate |
| Numeracy | Basic |
| Planning and Organizing | Intermediate |
| Problem Solving | Intermediate |

| Technical Skills |
|--|
| Business Negotiation |
| Cargo Administration |
| Cargo and Receipt Inspection |
| Cargo Issuance and Dispatch |
| Cargo Tracking System Administration |
| Cold Chain Operations Administration |
| Customer Management |
| International Trade Legislation Compliance |
| Dangerous Goods Cargo Administration |
| Logistics Process Quality Management |
| Pricing for Cargo Services and Operations |

National Occupational Standard Code: [SBTRL15-005V01]



| |
|--|
| Stakeholder Management |
| Time Sensitive Cargo Delivery Management |



FREIGHT COORDINATOR

Sector: **Transport and Logistics**

Job Family: **Freight Forwarding and Operations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Freight Coordinator is responsible for efficient coordination of freight and delivery operations. Coordinates the entire process of freight forwarding permit processing, ensuring the cargo reaches the destination on time safely and within budget by planning efficient routes for these shipments. They effectively communicate with various stakeholders including airlines, carriers, and customs. Attuned to customer concerns and discrepancies, they address inquiries, manage claims, and ensure the adherence to Industry Standards and Regulations.

| Key Tasks |
|---|
| Communicate in a clear and organized manner with all Shipping Stakeholders, including Shippers, Carriers, Customs Officials, and Warehouse Personnel. |
| Coordinate the booking of freight services with relevant parties, ensuring timely and accurate cargo acceptance documentation. |
| Manage customer relationships, addressing concerns, and resolving issues related to freight services. |
| Organize and maintain documentation for various freight activities, including transshipments, transloading, and specialized cargo. |
| Perform risk assessments and ensure compliance with Standard Of Procedures (SOPs), regulatory requirements, and other relevant standards. |
| Stay updated and execute changes in cargo documentation based on industry standards and sector requirements. |

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Advanced |
| Communication | Intermediate |
| Initiative | Intermediate |
| Planning and Organizing | Intermediate |
| Problem Solving | Intermediate |

| Technical Skills |
|--|
| Cargo and Receipt Inspection |
| Cargo Issuance and Dispatch |
| Cargo Security Control |
| Cargo Tracking System Administration |
| Cold Chain Operations Administration |
| Crisis Management Support |
| Customer Management |
| Freight and Cargo Claim Administration |
| Freight Insurance Administration |
| Import and Export Documentation Administration |
| International Trade Legislation Compliance |
| Livestock Cargo Administration |
| Risk Management and Administration |
| Time Sensitive Cargo Delivery Management |



BROKER / CUSTOMS CLEARANCE AGENT

Sector: **Transport and Logistics**

Job Family: **Freight Forwarding and Operations**

Regulator: **Customs Affairs, Ministry of Interior**

Licensing Requirements: **As per Regulator requirement of (Customs Affairs, Ministry of Interior)**

Job Description

The Broker / Customs Clearance Agent act as mediators for businesses and customs authorities, ensuring that goods clear customs quickly and smoothly. They are responsible for facilitating the customs clearance of goods, ensuring compliance with Import / Export Laws and Regulations. Tasked with liaising among customers, Logistics Operators, and Customs Officials, they ensure prompt execution of the custom clearance process to meet business demands and client needs. Collaborative efforts with stakeholders are pivotal for successful outcomes.

| Key Tasks |
|--|
| Assess and mitigate risk factors impacting operational efficiency. |
| Calculate and processing taxes (VAT) and Custom Duties. |
| Coordinate and resolving any disputes or discrepancies with Custom Officials. |
| Coordinate with transport providers and monitor cargo-handling schedules ensuring punctuality and adherence to timelines. |
| Ensure strict compliance with Standard Operating Procedures (SOPs), governmental regulations, and other related standards, performing checks to identify non-compliance. |
| Handle and manage stored goods when required. |
| Offer expert advice to clients on tariffs, rates, and other related requirements, and support internal audit tasks. |
| Oversee the application of operational standards, rating principles, and other relevant procedures. |
| Manage and optimize cargo documentation, goods classification, consolidation, and handling activities in line with industry standards and national regulations. |

| Core Skills | Level |
|-------------------------|--------------|
| Adaptability | Basic |
| Communication | Basic |
| Literacy | Basic |
| Planning and Organizing | Basic |
| Problem Solving | Intermediate |

| Technical Skills |
|---|
| Cargo and Receipt Inspection |
| Cargo Issuance and Dispatch |
| Classification Compliance |
| Cold Chain Operations Administration |
| Customer Management |
| Import and Export Documentation Administration |
| International Customs Standards and Goods |
| Knowledge of Custom Clearance Applications |
| National / International Custom Tariff Processing |
| Stakeholder Management |
| Time Sensitive Cargo Delivery Management |



CARGO PACKING AND HANDLING SPECIALIST

Sector: **Transport and Logistics**

Job Family: **Freight Forwarding and Operations**

Regulator: **Ministry of Transportation and Telecommunications - Civil Aviation Affairs**

Licensing Requirements: **As per Regulator requirement of (Ministry of Transportation and Telecommunications - Civil Aviation Affairs)**

Job Description

The Cargo Packing and Handling Specialist is responsible for ensuring that cargo is packed, handled, and stored efficiently and safely, following industry and company standards. They play an integral role in the Freight Forwarding Process, ensuring timely and secure movement of cargo. The Cargo Packing and Handling Specialist collaborates with a team and employs specialized knowledge and skills to guarantee the integrity of shipments.

| Key Tasks |
|--|
| Comply with Health and Safety Regulations, ensuring a safe work environment. |
| Coordinate with warehouse and logistics teams to ensure smooth movement of goods. |
| Ensure cargo documentation is accurate and readily available for customs and other checks. |
| Handle cargo with care, using appropriate equipment and techniques to avoid damage. |
| Identify and report any discrepancies or damages in the cargo received or shipped. |
| Offer recommendations for packing materials or methods for specific types of cargo. |
| Pack cargo based on the nature of items, ensuring Safety and Compliance with Shipping Regulations. |
| Stay updated with the latest regulations and best practices in the freight forwarding industry. |
| Train junior staff on best practices related to Cargo Packing and Handling. |
| Use technology to track and report the status of cargo, ensuring transparency in the forwarding process. |

| Core Skills | Level |
|----------------------------|--------------|
| Adaptability | Intermediate |
| Collaboration and Teamwork | Advanced |
| Communication | Intermediate |
| Planning and Organizing | Advanced |

| Technical Skills |
|---|
| Material Handling and Packing and Techniques |
| Freight Industry Regulations Proficiency |
| Cargo Handling Equipment Operation |
| Warehouse and Shipping Safety |
| Cargo Documentation and Interpretation Management |



FLEET PLANNER / COORDINATOR

Sector: **Transport and Logistics**

Job Family: **Freight Forwarding and Operations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Fleet Planner / Coordinator is responsible for managing the company's fleet of vehicles, ensuring they are properly maintained, and coordinating the activities of drivers. They must ensure that vehicles are in good working condition, adhere to Industry Regulations and Standards, and are utilized efficiently. The Fleet Planner / Coordinator works closely with other team members to ensure the timely and efficient movement of goods and maintains accurate records of fleet activities and plan efficient routes for drivers by considering factors such as delivery times, traffic patterns, driver regulations, and fuel consumption.

| Key Tasks |
|--|
| Collaborate with other team members to ensure the timely and efficient movement of goods. |
| Coordinate the activities of Drivers, ensuring efficient and timely transportation of goods. |
| Ensure compliance with Industry Regulations and Standards related to fleet management. |
| Identify and report any issues or discrepancies related to fleet operations. |
| Maintain accurate records of fleet activities, including vehicle maintenance, driver schedules, and fuel consumption. |
| Monitor vehicle usage maintenance of schedules, ensuring timely servicing and vehicle repair. |
| Stay up-to-date on industry trends, and ensure compliance with Industry Regulations, Standards and Best Practices related to fleet management. |

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Intermediate |
| Communication | Basic |
| Numeracy | Basic |
| Planning and Organizing | Intermediate |
| Problem Solving | Intermediate |
| Literacy | Basic |

| Technical Skills |
|---|
| Business Continuity Management |
| Customer Management |
| Driver Coordination |
| Financial Management |
| Fleet Management |
| Industry Regulations |
| Logistics Process Quality Management |
| Record Keeping |
| Risk Management Assessment and Administration |
| Stakeholder Management |
| Time Management |
| National Transportation Regulations |



SHIP AGENCY MANAGER

Sector: **Transport and Logistics**

Job Family: **Shipping Services**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Ship Agency Manager is responsible for liaising with port officials and terminal operators to plan cargo operations. They ensure the interests of ships when they are in port. The Ship Agency Manager has a comprehensive understanding of customs and immigration procedures, as well as port and flag state regulations. They are also able to anticipate potential disruptions to work plans.

| Key Tasks |
|---|
| Analyze reports on ship agency activities and manage issues arising from cargo operations and customs clearance. |
| Coordinate with port authorities, terminal operators, and statutory boards via online platforms. |
| Develop close working relationships with port regulators, port health, customs, and immigration authorities. |
| Ensure compliance with regulatory requirements for ships entering the port. |
| Liaise with freight forwarders, haulers, ship-owners, shipping lines, shipping agents, and customers. |
| Oversee billings and voyage accounts for clients, ship-owners, and shipping lines. |
| Oversee the resolution of issues related to cargo operations and documentation, while staying updated on regulatory requirements for cargo clearance and documentation. |
| Review resource utilization and develop strategies for resource planning. |

| Core Skills | Level |
|-------------------------|----------|
| Building Inclusivity | Advanced |
| Communication | Advanced |
| Critical Thinking | Advanced |
| Planning and Organizing | Advanced |
| Problem Solving | Advanced |

| Technical Skills |
|--|
| Budgeting |
| Business Data Analysis |
| Business Planning |
| Cargo Loading and Unloading |
| Claims Processing |
| Cybersecurity |
| Documentation Management |
| Financial Management and Reporting |
| Innovation and Technology Integration |
| Networking |
| Organizational Strategy and Policy Realization |
| Port Call Planning |
| Resource Management |
| Risk, Compliance, and Governance Management |
| Service Excellence |



SHIP AGENT

Sector: **Transport and Logistics**

Job Family: **Shipping Services**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Ship Agent is the primary contact for ships arriving at the port. They are responsible for processing all formalities and declarations, including cargo documentation, invoices, and inwards shipments, to ensure smooth entry and departure of assigned ships. The Ship Agent manages transshipment cargo by seeking approval for slots in the next available connecting vessels and handling crew changes, logistics, and immigration requirements. The Ship Agent also ensures compliance with regulatory requirements and is expected to be organized, capable of managing paperwork, and handling on-site work.

| Key Tasks |
|---|
| Monitor ship arrivals and departures, both in real-time and forward basis, and assess the impact of potential delays. |
| Plan and coordinate crew changes, including flight, accommodations, transportation to vessel, immigration, etc. |
| Plan and coordinate with bunker suppliers on the timing, quality, and quantity of bunker delivery. |
| Plan and coordinate with equipment manufacturers and distributors, food and beverage, and other ship suppliers on the delivery of supplies to the vessel. |
| Prepare quotations and pro-forma disbursements as required by shipowners and operators and other port service providers. |
| Process all formalities and declarations in a timely manner to ensure smooth entry and departure of ships assigned, including generating bills of lading, booking confirmation, cargo manifest, stowage plan, and invoices pertaining to import or export ship. |
| Resolve problems arising from port calls and related activities. |
| Supervise and liaise with colleagues on documentation for local authorities, shipowners and operators, and other port service providers. |

| Core Skills | Level |
|----------------------------|--------------|
| Collaboration and Teamwork | Intermediate |
| Communication | Intermediate |
| Digital Literacy | Intermediate |
| Initiative | Intermediate |
| Literacy | Intermediate |
| Planning and Organizing | Intermediate |

| Technical Skills |
|----------------------------------|
| Business Data Analysis |
| Business Planning |
| Cargo Loading and Unloading |
| Claims Processing |
| Cyber Security |
| Documentation and Administration |
| Innovation |
| Networking |
| Port Call Planning |
| Proposal Writing |
| Resource Management |
| Service Excellence |
| Technology Integration |



AIR TRAFFIC CONTROLLER

Sector: **Transport and Logistics**

Job Family: **Air Traffic Services**

Regulator: **Ministry of Transportation and Telecommunications - Civil Aviation Affairs**

Licensing Requirements: **As per Regulator requirement of (Ministry of Transportation and Telecommunications - Civil Aviation Affairs)**

Job Description

The Air Traffic Controller manages and controls aircrafts and vehicles within the airport and airspace to provide safe, orderly, and efficient movement of all vehicles in accordance with the International Civil Aviation Organization (ICAO) standards, and Bahrain Civil Aviation Affairs (BCAA) regulations. The Air Traffic Controller must maintain operational knowledge and understanding to ensure they comply with Air Traffic Management Division (ATMD) Safety Management Systems and the requirements of the Air Traffic Management Division (ATMD) Aviation Quality Management System. The Air Traffic Controller plays a pivotal role within airports to uphold efficient flight procedures and the provision of safe journeys.

| Key Tasks |
|---|
| Comply with all safety and quality management regulations and standards, obtain staff instructions and administrative rules pertaining to conduct in the operational area, and maintain professionalism with all service users and staff. |
| Distribute necessary meteorological information for the safe and orderly handling of air traffic. |
| Maintain thorough operational knowledge and understanding of the equipment and systems used for the provision of air traffic services in the Bahrain Flight Information Regions (BAH FIR). |
| Participate in pre-watch briefings and report any conditions affecting the safety or regularity of air traffic in the Bahrain Flight Information Regions (BAH FIR). |
| Provide area/approach radar control, flight information, and alerting services within the Bahrain Flight Information Region Bahrain Flight Information Regions (BAH FIR). |
| Provide on-job training whilst on watch to ensure the continued progression of trainee Air Traffic Controllers (ATCOs) for the required validation on appropriate sectors. |
| Provide operational feedback to management on proposed airspace procedure and system changes, and suggest operational improvements and recommendations to enhance air traffic control performance. |
| Report any operational incidents as and when they occur to operational management, including any failures, abnormal occurrences or any conditions likely to constitute a safety hazard. |

| Core Skills | Level |
|-------------------------|--------------|
| Adaptability | Advanced |
| Communication | Advanced |
| Critical Thinking | Advanced |
| Empathy | Intermediate |
| Planning and Organizing | Advanced |
| Problem Solving | Advanced |

| Technical Skills |
|--|
| Airport Operations Management |
| Airspace Coordination and Management |
| Flight Disruptions and Irregular Operations Management |
| Ground Services Training Delivery |
| Human Factors Management |
| Incident Identification and Reporting |
| Meteorological Information Interpretation |



| |
|---|
| Process Improvement and Optimization |
| Radar and Communication Systems Proficiency |
| Regulations and Procedures Mastery |
| Risk and Safety Management |
| Training and Mentorship |



HEAD OF SHIFT (AIR TRAFFIC CONTROL CENTER)

Sector: **Transport and Logistics**

Job Family: **Air Traffic Services**

Regulator: **Ministry of Transportation and Telecommunications - Civil Aviation Affairs**

Licensing Requirements: **As per Regulator requirement of (Ministry of Transportation and Telecommunications - Civil Aviation Affairs)**

Job Description

The Head of Shift (Air Traffic Control Center) is responsible for managing the flow of air traffic in a specific region of airspace using radar and other equipment to monitor the movement of aircraft, communicate with pilots and provide guidance on flights. They oversee the day-to-day management and supervision of Air Traffic Services and other controllers while adhering to International Civil Aviation Organization (ICAO) Standards and the Bahrain Civil Aviation Affairs (BCAA) regulations. They have good communication and interpersonal skills that are essential for effective collaboration with other officers and stakeholders. They are able to multitask, coordinate and organize during times of emergency or unexpected obstacles such as staff illness. They maintain a crucial role in ensuring the safety and efficiency of air travel.

Key Tasks

Act as the primary communication link between the Chief of Air Traffic Management and ATC personnel, facilitating the exchange of operational and administrative information, including feedback and suggestions for improvement.

Directly supervise on-the-job trainee Air Traffic Controllers, coordinate training requirements, and monitor, measure, and report their progress.

Log all incidents/accidents as per standard procedures and coordinate emergency situations with relevant stakeholders and agencies, including Head of Search and Rescue.

Maintain and disseminate operational knowledge, Air traffic control (ATC) manuals, and regulatory documents, ensuring staff are briefed on all operational documents, regulations, weather information, and Notice to Airmen (NOTAMs).

Monitor the condition and serviceability of Air traffic control (ATC) equipment and perform Civil/Military coordination tasks for the flexible use of airspace.

Oversee all Air Traffic Services in the Bahrain Flight Information Region to ensure they meet the highest standards and comply with International Civil Aviation Organization (ICAO) and Branched Chain Amino Acids (BCAA) rules and regulations.

Provide appraisal reports on staff performance in accordance with their duties and responsibilities, and ensure Automated Teller Machine (ATC) staff are trained and maintain competence and currency in accordance with the Automated Teller Machine (ATMD) Un

Schedule operational work plans to ensure adequate staffing at Air traffic control (ATC) positions, maintain orderliness and cleanliness in the Air traffic control (ATC) Centre, and ensure all events are recorded in the operational logbook.

Core Skills

Level

Adaptability

Advanced

Communication

Advanced

Technical Skills

Airport Operations Management

Airspace Coordination and Management



| | |
|-------------------------|--------------|
| Critical Thinking | Advanced |
| Empathy | Intermediate |
| Planning and Organizing | Advanced |
| Problem Solving | Advanced |

| |
|---|
| Automated Teller Machine (ATC) Equipment Monitoring and Maintenance |
| Flight Disruptions and Irregular Operations Management |
| Incident Reporting and Documentation Management |
| Process Improvement and Optimization |
| Radar and Communication Systems Proficiency |
| Regulations and Procedures Mastery |
| Resource and Staff Scheduling |
| Risk Assessment and Safety Management |
| Search and Rescue Operation Support |
| Training and Development |



HEAD OF SHIFT (AIR TRAFFIC CONTROL TOWER)

Sector: **Transport and Logistics**

Job Family: **Air Traffic Services**

Regulator: **Ministry of Transportation and Telecommunications - Civil Aviation Affairs**

Licensing Requirements: **As per Regulator requirement of (Ministry of Transportation and Telecommunications - Civil Aviation Affairs)**

Job Description

The Head of Shift (Air Traffic Control Tower) at Bahrain International Airport is a key leader responsible for ensuring the safe and efficient management of air traffic and requires extensive knowledge of air traffic control principles. They oversee the day-to-day management and supervision of Air Traffic Services and other controllers while adhering to International Civil Aviation Organization (ICAO) Standards and the Bahrain Civil Aviation Affairs (BCAA) regulations.

They manage air traffic services, oversee air traffic management personnel, ensure proper staffing, and maintain strict safety and compliance standards. The Head of Shift also facilitates communication between the Chief Air Traffic Management and ATC personnel in the ATC Tower, coordinates in emergencies, and ensures staff are well-trained and informed. This position demands strong decision-making and leadership skills to maintain the safety and integrity of air traffic operations.

| Key Tasks |
|--|
| Act as the main communication link between the Chief of Air Traffic Management and Air Traffic Management (ATC) personnel, facilitating effective information exchange and feedback. |
| Coordinate emergency situations with relevant agencies and maintain tactical liaison with other airport sections and external organizations. |
| Direct and supervise all air traffic services, maintaining the highest standards in compliance with International Civil Aviation Organization (ICAO) and Branched Chain Amino Acids (BCAA) standards and regulations. |
| Maintain the Air Traffic Management ATC/Tower Watch Log, manage Air Traffic Management (ATC) manuals and regulatory documents for staff availability, and ensure all staff are up-to-date with operational documents, regulations, weather information, and Not |
| Monitor and report on the condition and serviceability of Air Traffic Management (ATC) equipment and ensure compliance with Active Tuned Mass Damper (ATMD) Safety Management System and the requirements of Active Tuned Mass Damper (ATMD) Aviation Quality Ma |
| Participate in unit hazard analysis and risk assessment activities, and report and log all incidents/accidents following standard procedures. |
| Schedule operational work plans to ensure proper staffing of Air Traffic Management (ATC) positions and oversee the efficient deployment of Air Traffic Management (ATC) Tower staff. |
| Supervise, train, and appraise Air Traffic Management (ATC) personnel, including trainee controllers. |

| Core Skills | Level |
|----------------------------|----------|
| Adaptability | Advanced |
| Collaboration and Teamwork | Advanced |
| Communication | Advanced |
| Critical Thinking | Advanced |

| Technical Skills |
|---|
| Airport Operations Management |
| Airspace Coordination and Management |
| Air Traffic Management (ATC) Equipment Monitoring and Maintenance |
| Emergency Response Management |



| | |
|-------------------------|----------|
| Planning and Organizing | Advanced |
| Problem Solving | Advanced |

| |
|--|
| Flight Disruptions and Irregular Operations Management |
| Incident Reporting and Documentation Management |
| Process Improvement and Optimization |
| Radar and Communication Systems Proficiency |
| Regulations and Procedures Mastery |
| Resource and Staff Scheduling |
| Risk Assessment and Safety Management |
| Technical Troubleshooting |
| Training and Development |