

SKILLS FRAMEWORK FOR ENGINEERING SERVICES SKILLS MAP – DIRECTOR (OPERATIONS AND MAINTENANCE)				
Sector	Engineering Services			
Track	Operations and Maintenance			
Occupation	Engineering Professional			
Job Role	Director (Operations and Maintenance)			
Job Role Description	<p>The Director (Operations and Maintenance) is responsible for the strategic planning and management of the department. He/She drives the strategies for the operation and maintenance needs of engineering projects, and ensures that all initiatives, and processes are in conformance with established organisational policies and objectives. He manages emergency response procedures and drives adherence to workplace safety and health (WSH) requirements. He is also responsible for ensuring the performance of the department is in line with organisational goals through enhancing the technical capabilities of the team.</p> <p>He is a forward-thinking leader who is directional and motivational, and is able to manage resources and plan efficiently. He possesses excellent analytical, problem-solving and excellent leadership skills and encourage teamwork among his team members.</p>			
Critical Work Functions and Key Tasks / Performance Expectations	Critical Work Functions		Key Tasks	Performance Expectations* (For legislated / regulated occupations)
			Drive direction and strategies for optimal maintenance of equipment and systems to enhance efficiency and effectiveness	
			Endorse cross-departmental collaboration on maintenance and repair activities to minimise equipment downtime	
			Formulate pre-emptive strategies to mitigate risk of equipment and system failures and malfunctions	
			Drive innovation and performance improvements for equipment and systems	
			Endorse financial and budgetary requirements of maintenance plans to organisational strategies	
	Conduct operations	Develop strategic partnerships with stakeholders on operations		
		Establish best practices for execution and documentation of operations activities		
			In accordance with: <ul style="list-style-type: none"> • Professional Engineers Act and Rules; • Workplace Safety and Health (WSH) Act; • Building Control Act 	

		Formulate pre-emptive strategies to mitigate risk of equipment and system underperformance	
		Endorse financial and budgetary requirements of operational plans to organisational strategies	
	Manage responses to emergencies and crises	Drive continuous improvement of the organisational emergency response planning and crisis management frameworks	
	Manage responses to emergencies and crises	Oversee emergency responses in the department as a Site Main Controller	
	Manage health, safety and environment	Formulate strategies and frameworks to drive a culture of workplace safety, health and environmental management at organisational level	
		Establish strategies and frameworks to drive compliance with Workplace Safety and Health (WSH) policies and Environmental Management Systems (EMS)	
		Formulate proactive strategies for mitigation of WSH and EMS accidents and incidents	
		Establish the organisational sustainable engineering strategies, procedures and guidelines	
	Manage people and organisational function	Establish long-term objectives for the department in alignment with organisation's strategy, vision and mission	
		Establish the operating and resourcing structure for the department to support business objectives	
		Establish department-wide performance indicators to ensure achievement of organisational goals	
		Formulate talent recruitment and development strategies in alignment with organisation's vision, mission and values	
		Drive sourcing and allocation of budgets for the department's activities	
		Contribute to the development of the organisation's risk management framework	
		Drive continuous improvement strategies and change management initiatives at organisation level	

		Drive strategic partnerships with internal and external stakeholders		*Performance Expectations are non-exhaustive and subject to prevailing regulations
Skills & Competencies	Technical Skills & Competencies		Generic Skills & Competencies (Top 5)	
	Artificial Intelligence Application	Level 6	Global Mindset	Advanced
	Asset Management	Level 6	Leadership	Advanced
	Budgeting	Level 5	Decision Making	Advanced
	Building Information Modelling Application	Level 5	Communication	Advanced
	Business Performance Management	Level 5	Developing People	Advanced
	Business Presentation Delivery	Level 5		
	Business Proposal Writing	Level 5		
	Change Management	Level 5		
	Civil and Structural Engineering Management	Level 6		
	Condition-based Assets Monitoring Management	Level 5		
	Continuous Improvement Management	Level 5		
	Contract Development and Management	Level 6		
	Cost Management	Level 6		
	Data and Statistical Analytics	Level 5		
	Electrical Engineering Management	Level 5		
	Emergency Response Management	Level 5		
	Engineering Drawing Interpretation and Management	Level 5		
	Environmental Management System Framework Development and Implementation	Level 6		

	Geotechnical Engineering Management	Level 6	
	Hazards and Risk Identification and Management	Level 5	
	Instrumentation and Control Design Engineering Management	Level 5	
	Internet of Things Management	Level 5	
	Learning and Development	Level 5	
	Maintenance Scheduling	Level 5	
	Maintenance Strategy Management	Level 6	
	Manpower Planning	Level 5	
	Mechanical Engineering Management	Level 5	
	Organisational Resource Management	Level 6	
	Organisational Risk Management	Level 5	
	Preventive Maintenance	Level 5	
	Programme Management	Level 5	
	Project Risk Management	Level 5	
	Quality System Management	Level 5	
	Robotic and Automation Technology Application	Level 6	
	Staff Management	Level 5	
	Stakeholder Management	Level 5	
	Strategy Development	Level 5	
	Sustainable Engineering	Level 3	
	Technology Road Mapping	Level 5	
	Workplace Safety and Health Culture Development	Level 5	
	Workplace Safety and Health Framework Development and Implementation	Level 6	
Programme Listing	For a list of Training Programmes available for the Engineering Services sector, please visit: www.skillsfuture.sg/skills-framework/engineeringservices		

The information contained in this document serves as a guide.