

United Kingdom Jobs Expertini®

Flight Operations Lead, United Kingdom

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Company: Zipline

Location: United Kingdom

Category: other-general

About You and The Role

The Flight Operations Lead is an administrative leadership role that oversees the entirety of a hub's operations (i.e., flight ops, maintenance, customer operations) while acting as that hub's single point of contact within the broader organization. This is responsible for facilitating timely and thoughtful local decision making across teams to help our program's evolution by monitoring operations in coordination with broader ops leadership. This role will also help facilitate regulatory relationships and strategy. Note: Duties and responsibilities are expected to change alongside the operation as additional staff are hired, operations evolve, and new goals emerge. This position is based in the Newcastle area. What You'll Do

Facilitate daily operations to ensure safe and compliant flights in accordance with documented policies, procedures and regulatory permissions. Coordinate with flight, maintenance, customer operations, and OEM personnel to ensure timely response to downtime, fleet issues, and other abnormalities observed. Liaise between customer and regulatory teams to ensure appropriate procedures are implemented and followed as we expand the number of products delivered. Ensures personnel are scheduled to maintain continuity of operations while adhering to all duty and rest requirements. Facilitate tours, visitors, and community events as required. Reports to Chief Pilot, with frequent engagement with org leadership including but not limited ops leadership. Additional Duties / Responsibilities

Acts as the primary point of contact between local hub and the rest of Zipline (i.e. Ops, OEM, Regulatory), as well as external stakeholders or customers. Provides regular performance feedback to all local team members Ensures Flight Event response procedures are carried out

as prescribed following an event/emergency. Collaborates with discipline leads to ensure all local record keeping requirements are maintained in accordance to operations manuals Upon request, assists with audits and operational oversight activities. Helps facilitate the rollout of major changes in operations. Assists with ensuring flight and maintenance personnel are trained on applicable operational updates as required. Assists with ensuring customer operations personnel are trained on any operational updates to fulfillment procedures Ensures hub personnel are educated and compliant with all safety training and procedures. Assists ops leadership team with identifying staffing needs and net reliability. Maintains regular cadence of meetings/communication with cross-functional stakeholders to ensure strategic collaboration and alignment across hub activities and goals. Mandatory steps that must be completed upon Hire: Must pass a pre-employment drug screen and background check Must complete Flight Controller training and qualification Must complete initial Maintenance Technician training and qualification Must complete applicable lead training as outlined in operational training documentation Must complete Customer Operations training

What You'll Bring 5+ years experience in traditional aviation or UAS flight or maintenance operations Demonstrated success leading teams in complex, fast-paced, operational environments Experience interacting with diverse external stakeholders on behalf of an organization in a professional, competent manner A positive attitude, adept at navigating rapid change in a safety critical environment A leadership style that empowers individuals on your team to excel by working well together, and trusted to act decisively on their own, when appropriate A cooperative spirit that thrives in dynamic environments where goals change, new challenges arise everyday, and cross-functional support is required Must possess a CAA-issued Flyer ID for remote aircraft operation Must be eligible to work in the UK Must be able to up to 50 lbs Must be willing to work some nights/weekends Ability to travel to US for training (~1 month)

What Else You Need to Know Zipline is an equal opportunity employer and prohibits discrimination and harassment of any type without regard to race, color, ancestry, national origin, religion or religious creed, mental or physical disability, medical condition, genetic information, sex (including pregnancy, childbirth, and related medical conditions), sexual orientation, gender identity, gender expression, age, marital status, military or veteran status, citizenship, or other characteristics protected by state, federal or local law or our other policies.

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