

Operations Controller

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Company: OAKLANDS GLOBAL

Location: United Kingdom

Category: other-general

Operations Controller

Key Information

United Kingdom

£Competitive

Permanent

Rob Woodward

Oaklands Global are currently looking to recruit an experienced, highly organised Operations Controller for a reputable client based in the UK.

As the Operations Controller, you will play a pivotal role in overseeing the day-to-day operations of their FBO, ensuring smooth and efficient service delivery while maintaining the highest standards of safety and customer satisfaction.

Key Responsibilities

Coordinate and manage all aspects of flight operations and ground handling services at our FBO facility.

Oversee the scheduling and coordination of aircraft arrivals, departures, and ground services, ensuring timely and efficient operations.

Monitor and maintain compliance with aviation regulations, including safety, security, and environmental standards.

Collaborate with internal teams and external stakeholders to ensure seamless communication and coordination of operational activities.

Handle customer inquiries, requests, and complaints, providing prompt and professional resolution to ensure a positive customer experience.

Maintain accurate records and documentation related to flight operations, ground services, and customer interactions.

Monitor and optimize resource allocation, including personnel, equipment, and facilities, to meet operational demands effectively.

Identify and implement process improvements to enhance operational efficiency and customer satisfaction.

Stay updated on industry trends, regulatory changes, and best practices in flight operations and ground handling.

Provide support and guidance to operational staff, fostering a culture of teamwork, accountability, and continuous improvement.

Requirements

Previous experience in flight operations, ground handling, or a related role within the aviation industry.

Knowledge of aviation regulations, safety procedures, and best practices.

Strong organizational and multitasking skills, with the ability to prioritize and manage multiple tasks in a fast-paced environment.

Excellent communication and interpersonal skills, with the ability to collaborate effectively with internal teams, clients, and regulatory authorities.

Detail-oriented with a focus on accuracy and quality of work.

Proficient in using computer systems and software applications relevant to flight operations and ground handling.

Flexibility to work in shifts, including weekends and holidays, as required.

Competitive compensation, benefits, and professional development opportunities for the right candidate.

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