



HEAD OF CREW PLANNING & CREW CONTROL. RIGA, LATVIA

As the Head of Crew Planning & Crew Control, you will be responsible for leading the full scope of crew resource management at SmartLynx Airlines. This includes overseeing day-to-day crew control, short-term pre-operations, and long-term planning for flight and cabin crew. You will ensure that all planning activities meet regulatory standards, operational requirements, and company goals.

This role requires a strategic mindset combined with hands-on leadership. You'll coordinate closely with departments within operations and training to ensure the right crew is in the right place at the right time — efficiently, compliantly, and cost-effectively. In addition to operational leadership, you'll play a key part in people development, process improvement, and system optimization within the department.

What You'll Be Responsible For:

- Supervise Crew Control, Crew Pre-Operations, and Long-Term Crew Planning functions.
- Ensure efficient, timely, and regulation-compliant crew scheduling aligned with the internal processes and procedures.
- Maintain and regularly update local procedures and ensure team compliance.
- Lead and coach team members, fostering a culture of performance, development, and accountability.
- Ensure smooth onboarding and continuous training for both new and permanent staff.
- Collaborate with HR on recruitment, performance management, and employee development.
- Manage departmental resources, prioritize changes, and propose process improvements.
- Analyze crew-related costs and utilization to identify efficiency opportunities.
- Prepare and deliver performance reports to senior management, ensuring transparency and alignment.
- Provide leadership continuity by substituting for the Group Director Crew Operations.

What We're Looking For:

- Proven experience in airline operations or a related field.
- Solid background in crew scheduling and planning for both flight and cabin crew.
- A degree in aviation, business, operations management, or a related field
- Strong understanding of aviation regulations and crew management best practices.
- Excellent planning, problem-solving, and decision-making abilities.
- Ability to manage multiple priorities and thrive in a high-pressure, fast-changing environment.
- Proficiency in MS Office and familiarity with crew planning systems (e.g., N-OC).
- Exceptional English language skills, both written and verbal.
- Strong interpersonal and communication skills with a collaborative, empathetic leadership style.
- Ability to align employee needs with company objectives and foster a productive team environment.

This is why you will love to work with us:

- Opportunity to work together with global aviation experts.

- International, friendly, modern, and comfortable work environment.
- Company subsidized lunch and healthy snacks in the office.
- Advanced health insurance after the probation period.
- Paid day off on your birthday.
- For professional and personal development opportunities, join our Talent Academy, Leaders Club, or other development incentives.
- Corporate and social events.
- This role offers a competitive salary starting from €4,500 gross, with flexibility to increase and match the experience and competencies you bring to SmartLynx Airlines.

**Please note that background checks will be conducted on all applicants and restrictions that can suspend the process of employment in accordance with the Law on Aviation Article 57.1. will be additionally evaluated.*

By applying to this job advertisement, the applicant takes full responsibility for declaring truthful information. In case, if information submitted will be discovered false or the Background Check result will return negative, participation in the recruitment process will be terminated.

In its 27 years in the ACMI and air charter business, SmartLynx Airlines has earned a name for itself as one of the finest in the industry. Operating a fleet of Airbus A320s and Airbus A321s aircraft, the airline transports over 3 million passengers annually in Europe and Asia.