



OPERATIONS DUTY MANAGER. BISHOPS STORTFORD, UNITED KINGDOM OF GREAT BRITAIN AND NORTHERN IRELAND (THE)

Ascend Airways | Operations Duty Manager

Bishops Stortford, UK - Full Time, Permanent

12-hour Day Shifts (5/4 pattern)

£50,000 - £55,000

UK AOC holder Ascend Airways is operating a fleet of Boeing 737 aircraft (NG and MAX) in the ACMI market, opened its first operational base at London Gatwick in early 2024. The company is part of Avia Solutions Group, the world's largest ACMI (Aircraft, Crew, Maintenance, and Insurance) provider, operating a fleet of 221 aircraft on 6 continents.

The group also provides a range of aviation services: MRO (Maintenance, Repair, and Overhaul), pilot and crew training, ground handling, as well as a variety of associated aviation services. Supported by 14,000 highly skilled aviation professionals, the group is a parent company to over 250+ subsidiaries.

The Documentation and Web Manuals Coordinator will play a key role within the Compliance Department, supporting the effective management of technical documentation across Ascend Airways. Reporting to the Compliance Monitoring Manager, the role is responsible for producing, maintaining, and distributing accurate and compliant technical publications on behalf of the Nominated Postholder or document owner, in line with aviation standards and regulatory requirements.

Requirements:

- Safe, compliant and punctual services.
- Leading responses to operational disruption and in realising commercial opportunities.
- Proactive promotion of safe and compliant activities.
- Interpreting KPIs / metrics into daily objectives.
- Effective disruption management, collaboration and escalation.
- Imparting knowledge, supporting personal development and team initiatives.
- Cost control.

The successful candidate will have the following experiences and attributes:

- Experience working for a Type A / Network AOC holder.
- Experience of coaching and mentoring.
- Experience of ACMI operations/charter sales.
- Working knowledge of Flight Time Limitations and experience of managing aircrew rosters.

- Proficiency with operations control and safety management software, strong MS product skills.
- Flight Planning / ATFM competency.
- Conversant in meteorology.
- Strong communication skills.
- Environmental acumen.

At Ascend Airways we offer an attractive and inclusive working environment that supports opportunity for career progression. if you are interested in this position or would like to hear more we encourage you to reach out to - recruitment@ascendairways.aero

Ascend Airways is a UK-based ACMI and charter airline offering the quietest, most fuel-efficient aircraft to enable customers to fulfil their capacity requirement and meet environmental objectives.