



OPERATIONS CONTROL MANAGER. BISHOPS STORTFORD, UNITED KINGDOM

Operations Control Manager

Ascend Airways | Bishops Stortford

Full Time - Permanent

(Schedule - TBD / Salary depending on experience)

Ascend Airways operate a small fleet of Boeing 737 aircraft (NG and MAX) in the ACMI market and opened its first operational base at London Gatwick in early 2024. The company is founded on the legacy of Synergy Aviation, a respected UK AOC holder, which has been acquired by Avia Solutions Group, already the world's largest ACMI provider with over 200 airliners in operation.

The Operations Control Manager (OCMR) is the day-to-day lead within our Operations Control Centre (OCC), consisting of Operations and Crew Control and strategic planning functions. The OCMR is authoritative, reasoned and collaborative in their approach. They are proactive, able to resolve issues and realise commercial opportunities. The OCMR is a key to supporting people and the success of the day-to-day operation. The OCMR is invested in the coaching and development of our Operations and Crew Control Officers.

The role upholds the highest standards of operational safety and customer service. The OCMR remains focused on safety, operational expenditure and environmental impact. They are a conduit between customers and colleagues, and therefore critical to positive culture, reputation and securing business.

Responsibilities:

- Safe, compliant and punctual services.
- Leadership within the OCC, pivotal figure during 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.
- Identify opportunities to enhance processes and systems.
- Training colleagues, imparting knowledge, supporting personal development and team initiatives.
- Actively contributing to company and industry working groups.
- Cost control.

The Successful candidate will have the following experience and attributes:

- Extensive experience working within the Operational environment for a Type-A AOC holder.
- Experience of people leadership and mentoring.
- Experience of ACMI operations and charter sales.
- Working knowledge of Flight Time Limitations and experience of managing Flight & Cabin Crew rosters.

- Proficiency with operations control and safety management software, strong MS product skills.
- Flight Planning / ATFM competency.
- People Management and coaching skills / qualification.
- Comprehensive knowledge of passenger welfare legislation.
- Experience of Ground Handling operational standards.
- Auditing experience / qualification.
- Experience of supporting Emergency Response Procedures.
- Conversant in meteorology and aircraft performance.
- Strong communication skills.
- Environmental acumen.
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We offer a competitive salary and an attractive working environment including home working, and great opportunity for career progression.

If this opportunity is of interest we welcome your application and recommendations....

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.