



OPERATIONS OFFICER. GATWICK, UNITED KINGDOM OF GREAT BRITAIN AND NORTHERN IRELAND (THE)

Are you ready to charter your own career?

The runway to success in global aviation begins here...

Are you looking for an opportunity to work for a global brand where you can use your skills, be part of a diverse team and grow with a dynamic company? We are looking for an experienced **Operations Officer** to join our **Flight Support team** in **Gatwick, United Kingdom**.

Purpose of Role

- Deliver prompt, efficient, and high-quality aviation logistics services to clients and suppliers.
- Represent Chapman Freeborn Flight Support in a professional and positive manner at all times.
- Support and maximise commercial opportunities through proactive engagement with clients, suppliers, and internal stakeholders.

Responsibilities

- Monitor client and supplier requests continuously, ensuring timely and accurate action is taken.
- Follow Chapman Freeborn Flight Support systems, procedures, and operational standards.
- Maintain and update the internal database with project details and operational information.
- Raise Requests for Services and Service Agreements in line with operational requirements.
- Support aircraft brokers in setting up sub-charter operations to fulfil airline client requirements.
- Source ACMI aircraft solutions in global markets when required.
- Manage operational projects through to completion, including reconciliation and closure.
- Build and maintain strong relationships with clients, suppliers, and internal stakeholders.
- Participate in team communications, including conference calls, ensuring effective information sharing.
- Collaborate closely with colleagues across the global network and contribute to overall business objectives.
- Ensure compliance with company policies, procedures, and risk management requirements.
- Stay up to date with industry developments, procedures, and operational requirements.

Qualifications

- Previous experience in aviation operations, logistics, or a related field
- Strong organisational skills and ability to manage multiple tasks in a fast-paced environment
- Strong communication skills and ability to work collaboratively across teams
- Ability to build and maintain professional relationships with clients and suppliers
- High attention to detail and problem-solving capability
- Flexibility to support out-of-hours operations when required

What We Offer

- Competitive salary
- Comprehensive benefits package
- Opportunity to join a global company and be part of a diverse international team
- Professional development and career opportunities
- Unlimited access to thousands of courses on LinkedIn Learning platform

With more than 50 years of experience, the Chapman Freeborn group provides a diverse range of aviation-related services on a global basis. Our expertise in all areas of the air charter industry makes us the number one choice for many of the world's leading logistics providers, multinational corporations, travel partners, and well-known names from the entertainment business.

Chapman Freeborn is a family member of Avia Solutions Group, a leading global aerospace services group with almost 100 offices and production stations providing aviation services and solutions worldwide. Avia Solutions Group unites a team of more than 11,500 professionals, providing state-of-the-art solutions to the aviation industry and beyond.

Chapman Freeborn provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Chapman Freeborn combines over 46 years of experience with unrivaled global coverage to meet the air charter requirements of customers 24 hours a day, 365 days a year. The company's diverse client base includes major corporations, governments, non-governmental organizations (NGOs) and relief agencies, as well as high net worth individuals (HNWIs) and prominent figures from the entertainment world.