



SERVICE OPERATIONS MANAGER. BARCELONA, SPAIN

We're looking for a Service Operations Manager to oversee day-to-day operations at our Barcelona Flight Simulators Training center. This role is key to making sure the entire experience, from the moment someone walks into our Training Center to the moment they leave, is professional, smooth, and meets the expectations of pilots in training, instructors, and clients.

You'll manage support functions including office staff, and take administrative responsibility for how engineers and training planning teams work within the center, though their functional leadership comes from senior managers in other countries. You don't define what work they do, but you're responsible for how they do it onsite, especially when it comes to communication, collaboration, and professionalism.

We offer a challenging and engaging work environment with a wide scope of responsibilities, which will initially cover:

- Own the full on-site experience for clients, pilots, and instructors.
- Manage day-to-day office administration.
- Coordinate with the Engineering and Training Planning teams to ensure professional communication with customers and instructors.
- Support team leads (engineering and planning) in implementing local operational processes.
- Handle day-to-day staffing needs for non-technical support roles (office managers, cleaners, etc.).
- Act as the first point of contact for operational issues at the training center.
- Ensure compliance with internal policies, health & safety standards, and local regulations.
- Collaborate with cross-country managers to align service standards and report on center performance.
- Work according to approved company processes.
- Work with internal IT systems to monitor and ensure a smooth Training Center process.
- Participate in daily meetings based on Lean principles.
- Set and achieve short-term and long-term goals in line with the company's strategic goals.
- Perform other duties and responsibilities assigned by your direct manager.

We dream about a team member who has:

- 3+ years of experience in operations or service management, ideally in training, tech, or aviation.
- Well-organized approach with a strong attention to detail.
- Confidence in managing teams with dotted-line reporting structures.
- Clear communication skills and ability to work across cultures and departments.
- Comfort with balancing structure and flexibility, and ability to manage ambiguity.
- Strong sense of ownership, self-motivation, and independence.
- Ability to manage multiple complex projects simultaneously.
- Analytical and conceptual thinking skills.
- Willingness to share skills, knowledge, and expertise.

- Good working knowledge in a Microsoft Office 365 environment or basic conceptual computer literacy.
- Independent operational level of English language.
- Spanish language skills would be highly desirable.
- Flexibility, time management, and a respectful and positive attitude.
- A desire to learn every day and a belief that aviation might just be the love of your life.

What we offer you:

- A health Insurance covered 100% from the first day of employment.
- Additional holiday days for seniority after 2 years of work with the company.
- Contribution to your pension fund for seniority.
- A Wellness Day to take care of yourself and a Birthday Day to celebrate.
- Mental gym to support your emotional wellbeing from Mindletic.
- An entertainment flight with a full flight aviation training simulator.
- Convenient parking space at the company campus.
- Extensive onboarding to help you settle in.
- An international and multicultural environment in a vibrant industry with plenty of challenges as well as duty trips to headquarters in Lithuania.
- Personal growth possibilities. If you are eager to progress in your career, we have a bunch of examples to share.

BAA Training is one of the TOP 3 biggest independent aviation training centres in Europe providing a full scope of aviation training solutions on both – B2B and B2C levels. We are accelerating with the ambitious expansion in Europe and Asia and working with clients from 96 countries. Our mission is to provide aviation community with highly-qualified aviation professionals.