



OFFICE MANAGER. BARCELONA, SPAIN

This is a great opportunity to join our service operations team and support both employees and clients at the BAA Training office in Barcelona. BAA Training operates internationally, with offices in Vilnius (Lithuania), Barcelona and Lleida (Spain), Paris (France), Ho Chi Minh City (Vietnam) and Delhi and Bangalore (India). Aviation is a fast-paced and truly multicultural environment. If you are proactive, enjoy communicating in English, like meeting people from different cultures, and are curious about aviation, we would be happy to hear from you.

We promise a highly challenging field and wide scope of responsibilities, which will initially cover:

Client & Office Service

- Providing high-quality service to internal and external clients, ensuring a consistent and professional customer experience
- Acting as the first point of contact for office and client matters, owning and redirecting requests as needed
- Handling incoming internal and external enquiries via email and other communication channels
- Organizing and coordinating internal events and team activities

Office Operations & Facilities

- Coordinating daily office activities to ensure smooth operations and compliance with company policies
- Ensuring office facilities, meeting rooms, and common areas (including the kitchen) are operational, clean, and presentable
- Owning office premises, conducting regular cleanliness and facility checks, and handling urgent issues

Travel & Supplier Management

- Managing business travel arrangements for employees and clients, including booking flights and accommodation
- Managing service suppliers, including hotels and travel providers, ensuring cost effective agreements

Administration & Cost Handling

- Managing and administering documents through internal systems
- Managing office supplies, monitoring stock levels, and placing orders when needed
- Managing office and service invoices, including verification and uploading to internal systems

Coordination & Systems

- Cooperating with office management teams in Lithuania and France to ensure alignment and continuity
- Using company IT systems to support and ensure smooth office management processes
- Working according to approved company processes and procedures

Continuous Improvement & Contribution

- Participating in daily meetings based on Lean principles
- Contributing to short-term and long-term goals in line with company objectives
- Performing other duties and responsibilities assigned by the direct manager

We dream about a team member who:

- Has at least one year of experience in client service, office management, or administration, in an international environment
- Is comfortable with Microsoft Office 365, has experience with document systems or shared inboxes
- Uses English confidently at an effective operational level and communicates comfortably in Spanish
- Works independently, is self-motivated, and takes ownership of responsibilities
- Manages multiple tasks and priorities in a dynamic, international setting
- Demonstrates analytical thinking and good time management
- Has experience coordinating business travel, including flights and accommodation
- Willingly shares knowledge and supports team collaboration
- Maintains a respectful, positive, and service-oriented attitude
- Is eager to learn and interested in aviation and an international workplace

What we offer you:

- A health Insurance package after 3 months working for the Company.
- Contribution to your pension fund for seniority
- Work from home in compliance with company policy.
- Additional holiday days for loyalty after 2 years of work for Company.
- 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.
- Contemporary and convenient office space in municipality of Gava in Barcelona.
- Convenient parking space at the company campus.
- Extensive on boarding plan to ease your integration into the company.
- An international and multicultural environment in vibrant industry with plenty of challenges to achieve
- Opportunities to grow, if you're motivated to develop your career, we have plenty of real examples to prove it's possible.

This role is part of a broader career path, and we're happy to show how it can grow over time. We'll talk through the opportunities with you during the process:



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.