



## **CREW CONTROL OFFICER. BISHOPS STORTFORD, UNITED KINGDOM OF GREAT BRITAIN AND NORTHERN IRELAND (THE)**

### **Ascend Airways | Crew Control Officer**

Bishops Stortford, UK

Full Time - 12hr-Shift (Day&Night) 5/4 Pattern

With a newly acquired UK AOC, Ascend Airways are operating 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 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 parent company to over 250+ subsidiaries

### **Purpose:**

The Crew Control Officer is a critical role in ensuring the safe and effective rostering and management of crew schedules. In this role you will be responsible for; roster planning and management, crew training planning and dealing with on the day crewing necessities including the provision of crew HOTAC. The OCO must work to departmental procedures and industry regulations. You should be both proactive and reactive, have excellent problem-solving skills with a high attention to detail and have the ability to thrive in a fast-paced environment.

### **Responsibilities:**

- Monitoring the flying programme, controlling crew rosters to ensure compliance and mitigate delays.
- Ensuring the use of crew is safe and cost-effective.
- Proactive problem solving in relation to commercial opportunities.
- Maximising crew resources effectively, identifying irregularities and exploring re-crewing options.
- Acting as the principal point of contact for crew roster queries.
- Daily administration of crew HOTAC and transport.
- Liaising with partner airlines, group companies and contracted third-party providers.
- Production of FTL reports to ensure compliance and avoidance of fatigue in aircrew.
- Production of key statistical information on request from the CCM.
- Supporting the Operations Control Officer when needed.

**The Ideal Candidate will have the following experience and attributes:**

- Experience within a dynamic Operational Control environment
- Competency in time-critical operations and charter operations.
- Excellent knowledge Flight Time Limitations and aircrew roster construction.
- Proficiency with operations control and safety management.
- software, strong MS product skills.
- Strong numerical / analytical skills.
- Environmental acumen.
- Completion of a formal aviation training course would be advantageous.

**Benefits:**

- Onsite Parking
- Career Progression
- 3.5% Company Pension Contribution
- Modern and attractive working environment
- Company Events
- Staff Snacks and refreshments

At Ascend Airways, we offer an attractive and inclusive working environment that supports opportunity for career progression.

If you are interested in this position and would like to hear more, please reach out to [recruitment@ascendairways.aero](mailto:recruitment@ascendairways.aero)

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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.