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Operations Controller

Location: Oxford, United Kingdom
Employment Type: Full-time
Department: Operations
Reporting to: Head of Operations

Overview

Mission

To ensure the safe, compliant and efficient delivery of operations across Volare's fixed-wing and rotary-wing fleet, supporting the highest standards of aircraft management, operational reliability and service to aircraft owners and charter clients.

Purpose

The Operations Controller is responsible for the planning, coordination, authorisation and oversight of daily flight operations across Volare's managed aircraft fleet.

Working closely with the whole organisation, the role ensures aircraft are operationally ready, appropriately crewed and that flights are planned and conducted in accordance with company Operations Manuals, applicable regulatory requirements and client commitments.

The role requires a proactive approach to aircraft availability, operational efficiency, accurate planning and effective communication, supporting both individual flights and the wider delivery of Volare's aircraft management services.

Responsibilities

- Proactively oversee the delivery of owner flight requirements, ensuring all operational, cabin, ground handling and passenger service arrangements meet agreed expectations.
- Conduct forward-looking reviews of upcoming flights, identifying outstanding requirements, potential service failures and opportunities to enhance the owner experience.
- Coordinate with Account Leads to understand individual owner preferences, contractual commitments and service expectations, ensuring these are consistently communicated and delivered.

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- Work closely with Operations Control, Ground Support, Cabin Crew and external providers to ensure aircraft are appropriately prepared, presented and supported throughout each journey.
- Maintain oversight of aircraft availability, upcoming maintenance, crew arrangements and operational commitments, identifying potential conflicts and coordinating their resolution with the responsible departments.
- Coordinate directly with flight planning providers, Operations Controllers, ground handlers and other suppliers to ensure flight plans, landing and overflight permits, airport slots, fuel, handling and other operational arrangements are correctly organised and confirmed.
- Receive, amend and coordinate aircraft schedules and flight requests, including short-notice changes to fixed-wing and rotary-wing operations, ensuring all relevant parties and operational systems are updated.
- Ensure passenger requirements, catering, ground transportation, onboard amenities and special requests are properly coordinated and delivered.
- Monitor the quality of flight and ground service delivery, proactively identifying and addressing deficiencies before they impact owners or passengers.
- Take ownership of service-related issues, coordinating their resolution across departments and ensuring corrective actions are completed and recurring problems addressed.
- Support Account Leads with accurate, timely and proactive information regarding aircraft readiness, operational developments and matters affecting the owner experience.
- Coordinate the delivery of aircraft management outputs, including management reporting, outstanding owner actions and follow-up of financial, technical and operational matters with the relevant departments.
- Identify opportunities to improve service standards, operational efficiency, supplier performance and the overall value delivered to aircraft owners.
- Maintain accurate records of service requirements, outstanding actions, delivery issues and their resolution, supporting continuous improvement and accountability across the business.
- Promote a culture of professionalism, attention to detail, accountability and exceptional customer service throughout the operation.
- Support the delivery of aircraft management agreements by coordinating owner flying requirements, protecting aircraft availability and identifying operational efficiencies and avoidable expenditure.
- Verify and process returned flight documentation, crew duty records and operational data, ensuring discrepancies are identified, reported and appropriately resolved.

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- Ensure accurate allocation of flight-related costs, fuel information and operational data to support aircraft management accounting, owner billing and financial reporting.
- Maintain effective operational duty watch, comprehensive shift handovers and awareness of the company's Emergency Response Plan and associated escalation procedures.
- Identify and report safety concerns, operational non-compliances and procedural deficiencies, contributing to the continuous improvement of Volare's operational standards and management systems.

Requirements

We are looking for a proactive, highly organised individual with a strong understanding of aviation operations, excellent attention to detail and a commitment to operational excellence and customer service.

Essential

- Previous experience in aviation operations, flight coordination or aircraft management.
- A highly motivated, energetic and proactive individual who thrives in a fast-paced environment, takes initiative and demonstrates a strong sense of personal ownership.
- Good understanding of aviation regulations, Flight Time Limitations (FTL) and operational procedures.
- Strong organisational, problem-solving and decision-making skills, with the ability to work under pressure.
- Excellent communication skills and a professional, customer-focused approach.
- High attention to detail, accountability and commercial awareness.
- Flexibility to work rostered shifts, including weekends and public holidays.

Desirable

- Experience in business aviation operations and aircraft management.
- Familiarity with Guernsey 2-REG and UK CAA operational requirements.
- Experience using Leon, Centrik, HeliPlan or similar aviation systems.
- Knowledge of international flight planning, permits, customs and immigration requirements.
- UKOMA Operations Officer qualification or equivalent training.
- Strong working knowledge of heavy business jet and rotary-wing operations, including their respective operational characteristics.
- Familiarity with Leon, Centrik or similar aviation management systems.

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To apply, please send your CV and a cover letter to **careers@volareaviation.co.uk.**