VOLARE
AVIATION

Owner Delivery Lead

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

Overview
Mission
To ensure Volare consistently delivers an exceptional aircraft management and travel experience, combining proactive service, operational excellence and meticulous attention to detail to exceed the expectations of our aircraft owners.

Purpose
The Owner Delivery Lead plays a central role in ensuring the successful delivery of Volare's aircraft management services, bridging the gap between client expectations and operational execution.

Working closely with Account Leads, Operations Control, Ground Support, Cabin Crew, CAMO and Flight Operations, the role is responsible for coordinating and assuring service delivery, anticipating requirements, identifying potential shortcomings and ensuring issues are resolved before they affect the owner.

The successful candidate will be highly motivated, service-driven and operationally aware, taking personal ownership of outcomes and helping to deliver a consistently exceptional experience across Volare's fixed-wing and rotary-wing fleet.

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.

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- Coordinate with Account Leads to understand individual owner preferences, contractual commitments and service expectations, ensuring these are consistently communicated and delivered.
- 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.

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Requirements
We are looking for an energetic, highly motivated and service-driven individual who takes pride in delivering exceptional standards, anticipates customer needs and thrives in a dynamic private aviation environment.

Essential

- A proactive, positive and highly organised individual with a strong sense of ownership, initiative and personal accountability.
- Previous experience in aviation operations, luxury hospitality, premium customer service or a comparable service-focused environment.
- Exceptional attention to detail, with the ability to identify issues, anticipate requirements and follow tasks through to completion.
- Excellent communication and interpersonal skills, with confidence working across departments and engaging with high-net-worth clients.
- Strong organisational, problem-solving and prioritisation skills, particularly under pressure and when managing competing requirements.
- A flexible, hands-on and collaborative approach, with a commitment to exceeding customer expectations.

Desirable

- Experience in business aviation, aircraft management, FBO operations or VIP aviation services.
- Understanding of private aircraft operations, including flight planning, aircraft readiness, crew arrangements and passenger services.
- Familiarity with both heavy business jet and rotary-wing operations.
- Experience coordinating multiple departments, suppliers and service providers to deliver complex customer requirements.
- Commercial awareness, including an understanding of aircraft operating costs, management agreements and service delivery performance.
- Familiarity with Leon, Centrik or similar aviation management systems.

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