

# OPERATIONS CONTROLLER LUTON



*Harrods* AVIATION

*Harrods Aviation is a widely recognised leading company in the General (Private) Aviation industry. We are committed to employing the very best individuals who can demonstrate and deliver the very highest level of customer service.*

We are currently recruiting for an Operations Controller to join our established, reputable team at our Luton base.

This is a permanent, full time role.

### **THE ROLE**

Reporting to the Duty Manager team, the role of Operations Controller, a first line supervisory role, requires an assertive, experienced individual with a can do attitude, who believes in delivering the highest level of customer service to ensure the reputation and name of Harrods Aviation is held in the highest regard by our customers.

Responsible for controlling and planning the day to day operation, the Operations Controller will be required to oversee all aspects of aircraft handling and flight planning.

The role will include delegating tasks to the Operations Assistants, accepting flights by completing an analysis on the capacity level and co-ordination/liaison with both customers and staff.

The successful candidate will correlate data for governmental and company use, be the first point of contact for the flight crew and provide technical/administration support to the other departments.

You will also be responsible for the day to day management of the Operations Assistants.

## THE HOURS

The Luton base operates 24 hours per day, 7 days per week, 365 days per year. Therefore, the successful applicant must be flexible and professional.

You will be required to work as part of a team which will include working days, lates, nights, weekends and bank holidays.

This will normally be a 4 on 4 off shift pattern, however flexibility will be required due to the possibility of occasional lone working or workload, in which case actual shift times may be varied.

## THE SUCCESSFUL CANDIDATE

The role is demanding and the successful candidate should be flexible, able to work under pressure and have the ability to prioritise whilst remaining calm and continuing to set a professional example to your team.

Applicants should also have an enthusiastic, willing personality with a sense of humour and the ability to work on their own initiative. Good communication skills combined with courtesy and integrity are essential.

Good computer skills and administration skills (Microsoft packages, general working knowledge of systems) are an essential requirement.

A full UK driving licence is essential, as is holding the right to live and work in the UK.

You will also need to have a 5 year checkable history in order to obtain an airport ID pass.

## REMUNERATION AND BENEFITS

### Remuneration - £40,457 per annum

- Enhanced annual leave entitlements (pro-rated during first year dependent on start date and shift pattern)
- Holiday purchase scheme
- Happy Birthday day
- Pension scheme
- Harrods Rewards Card (staff discount)
- Onsite parking

## HOW TO APPLY

If you feel you have the right experience and qualities to apply, please submit an up to date CV and covering letter, quoting LTN OPS CON, to [human.resources@harrodsaviation.com](mailto:human.resources@harrodsaviation.com).

Closing Date: Friday, 12<sup>th</sup> June 2026

Contact no. (HR Luton): 01582 589347