



Job Title: Operations Delivery Manager

Reporting To: Directors of [EmPower Flight Ltd](#)

Location: Fully Remote

Part-Time: Equivalent of 2-3 days per week, to include weekend days as required by the business

Day Rate: From £150 per day

About EmPower Flight:

EmPower Flight is **redefining professional pilot and cabin crew** training with a focus on **sustainability, innovation and excellence**.

Our growing portfolio spans professional aviation training, simulator experiences, corporate events and educational partnerships.

We are building an organisation aimed at empowering the future leaders of aviation, and we are looking for people who share our commitment to **integrity, respect and excellence**.

Our portfolio currently includes:

- [FlightPad](#) – an immersive Boeing 737 fixed-base flight simulator providing professional pilot training, public experiences and corporate events.
- [Airline Pilot Standard Multi-Crew Cooperation \(APS MCC\)](#) – delivering advanced pilot training designed to prepare aspiring commercial pilots for the transition into multi-crew airline operations.
- [Cabin Crew Attestation \(CCA\)](#) – helping future cabin crew obtain the training and qualifications they need to begin their careers in commercial aviation.
- [Academic Partnerships](#) – working with institutions to deliver aviation training, recruitment and industry opportunities directly into higher education.
- [Industry Development](#) – working with aviation professionals, training organisations and industry partners to develop new opportunities, improve training and help shape the future of aviation.

What connects all of these activities is our belief that *great* aviation starts with *great* people.

About the Role:

We are seeking a passionate Operations Delivery Manager to join our team and help coordinate the day-to-day operations across our growing portfolio of businesses.

This is a vital role focused on ensuring our activities run smoothly and our customers have an excellent experience.

You will manage customer enquiries and bookings, coordinate instructors and resources, arrange maintenance where required, support invoicing and payments, and ensure operational tasks are followed through from start to finish.

You will be the person behind the scenes making sure everything is organised and ready for our teams and customers.

What You'll Do:

- Manage customer enquiries, bookings, changes and cancellations.
- Coordinate instructors and other delivery personnel across our activities.
- Ensure the right people, facilities and resources are in place for upcoming bookings.
- Liaise with customers, instructors, university partners, engineers and other stakeholders.
- Arrange maintenance, repairs and other operational requirements when needed.
- Generate invoices and payment requests and follow up outstanding payments.
- Maintain accurate booking, customer and operational records.
- Monitor upcoming activities and proactively identify and resolve potential issues.
- Keep directors and colleagues informed of operational priorities and outstanding actions.
- Support the continued development of efficient processes across the business.

For a detailed breakdown of the role's responsibilities, please see [Appendix A](#).

What We're Looking For:

- Highly organised with excellent attention to detail.
- Reliable, proactive and able to take ownership of tasks.
- Strong customer service and communication skills.
- Comfortable managing multiple priorities and working to deadlines.
- Confident working independently in a remote environment.

JOB DESCRIPTION



- Strong written and verbal communication skills.
- Good IT skills and confidence learning new systems.
- A practical, solutions-focused approach when things don't go to plan.
- Previous experience in operations, administration, coordination, customer service or a similar environment.
- Aviation operational experience is desirable but not essential.
- Unrestricted right to live and work in the UK without sponsorship.

*If you don't meet every requirement but are excited about this role, we encourage you to apply.
We value passion, adaptability and a willingness to learn.*

Why Join Us?

- ★ Work across an exciting and growing portfolio of aviation businesses.
- ★ Fully remote, part-time working environment.
- ★ Work closely with experienced aviation professionals and industry leaders.
- ★ Play an important role in helping EmPower Flight deliver an excellent experience for its customers and partners.
- ★ Opportunity to help shape the operational processes of a certified Air Training Organisation (ATO).

We celebrate diversity and are committed to creating an inclusive environment where everyone can thrive. We welcome applications of all backgrounds, including those from underrepresented groups in aviation.

*We strive to make our recruitment process accessible.
If you require any adjustments, please [let us know](#).*

Note: this is a day-rate contractor role.

APPENDIX A

Responsibilities – you will undertake the following duties:

1. Customer Enquiries & Bookings

- 1.1. Respond to customer enquiries across email and other designated business channels.
- 1.2. Manage customer bookings from initial enquiry through to completion, including changes, cancellations and rescheduling.
- 1.3. Ensure bookings are accurately recorded and that customers receive the relevant confirmation and pre-booking information.
- 1.4. Follow up with customers where information, payment or confirmation is outstanding.
- 1.5. Deal with customer queries and operational issues promptly, escalating matters to the Directors where required.
- 1.6. Maintain accurate and up-to-date customer and booking records.

2. Operational Planning & Coordination

- 2.1. Maintain an overview of upcoming operational activities across FlightPad, APS-MCC, CCA and other EmPower Flight activities.
- 2.2. Review upcoming bookings and activities to ensure the required people, facilities, equipment and information are in place.
- 2.3. Coordinate instructors, assessors and other delivery personnel against confirmed activities.
- 2.4. Liaise with customers, instructors, university partners, engineers and other stakeholders to coordinate delivery.
- 2.5. Identify scheduling conflicts, resource gaps or other potential operational issues in advance and take appropriate action.
- 2.6. Coordinate changes to planned activities where circumstances require them.
- 2.7. Ensure operational actions are followed through to completion rather than simply passed on to another person.

3. Flight Simulator Operations

- 3.1. Coordinate the operational requirements for bookings, including simulator experiences, pilot training and corporate events at [FlightPad](#) and other flight simulator facilities that may join EmPower Flight's portfolio.
- 3.2. Ensure instructors and other personnel are appropriately scheduled for confirmed activities.
- 3.3. Ensure the simulator, facilities and other required resources are ready for scheduled activities.

- 3.4. Liaise with engineers or technical support providers where maintenance, repairs or technical assistance are required.
- 3.5. Communicate operational changes, technical issues or other relevant information to affected customers, instructors and Directors.
- 3.6. Monitor upcoming FlightPad activity and identify issues which could affect delivery.

4. APS-MCC & CCA Delivery Support

- 4.1. Coordinate the administrative and operational requirements associated with APS-MCC and CCA delivery.
- 4.2. Coordinate instructors, students and other delivery personnel in accordance with the relevant training schedule.
- 4.3. Ensure required facilities, resources, information and documentation are in place for scheduled training activities.
- 4.4. Liaise with instructors, students, academic partners and other stakeholders regarding operational arrangements.
- 4.5. Monitor upcoming training activity and identify outstanding actions or potential delivery issues.
- 4.6. Support the Directors and delivery team with the practical administration required to keep training activities running smoothly.

5. Invoicing & Payments

- 5.1. Generate invoices, payment requests and other routine billing documentation arising from bookings and activities.
- 5.2. Monitor outstanding payments and follow up with customers or partners where appropriate.
- 5.3. Maintain accurate records of invoices, payments and outstanding balances.
- 5.4. Escalate overdue payments, disputed charges or other financial issues to the Directors where necessary.
- 5.5. Provide Directors with relevant information where financial matters affect operational delivery.

6. Records, Systems & Administration

- 6.1. Maintain accurate booking, customer, instructor and operational records across the systems used by EmPower Flight.
- 6.2. Keep schedules, calendars, booking information and other operational records up to date.
- 6.3. Ensure relevant documents and information are stored in the appropriate location and can be readily accessed by the team.
- 6.4. Record outstanding actions and ensure they are followed up.

- 6.5. Use and maintain relevant business systems and platforms as required for^{FLIGHT} the role.
- 6.6. Identify gaps, duplication or inefficiencies in existing administrative processes and propose practical improvements.

7. Internal Communication & Reporting

- 7.1. Act as a central point of contact for day-to-day operational queries across the EmPower Flight portfolio.
- 7.2. Keep Directors and relevant colleagues informed of upcoming activities, operational priorities, outstanding actions and issues requiring attention.
- 7.3. Provide timely updates where an operational matter may affect customers, delivery personnel, training or scheduled activities.
- 7.4. Ensure important operational information is communicated to the people who need it.
- 7.5. Escalate matters which cannot be resolved within the scope of the role or which require a Director-level decision.

8. Operational Problem Solving

- 8.1. Take ownership of operational issues from identification through to resolution or appropriate escalation.
- 8.2. Respond promptly when planned activities are affected by cancellations, staff availability, technical issues, customer requirements or other unforeseen circumstances.
- 8.3. Identify practical solutions while considering customer experience, operational requirements and business priorities.
- 8.4. Where an issue cannot be resolved directly, provide the Directors with the relevant information and proposed options rather than simply reporting the problem.
- 8.5. Monitor recurring operational issues and identify opportunities to prevent them from happening again.

9. Process Development

- 9.1. Support the Directors in developing and maintaining efficient operational processes as the business grows.
- 9.2. Help establish clear and repeatable procedures for bookings, scheduling, customer communication, invoicing and operational delivery.
- 9.3. Identify opportunities to reduce unnecessary administration, duplication or manual work.
- 9.4. Support the implementation of new systems, processes and ways of working where required.
- 9.5. Ensure agreed operational processes are consistently followed.

10. Portfolio Support

- 10.1. Provide operational support across the wider EmPower Flight portfolio as required.
- 10.2. The role may involve supporting new activities, partnerships or operational projects as the business develops.
- 10.3. Priorities will vary according to confirmed bookings, training schedules, customer requirements and wider business needs.
- 10.4. Work closely with the Directors and relevant colleagues to ensure operational priorities are understood and delivered.
- 10.5. Undertake other reasonable operational duties consistent with the role and level of responsibility.