

JOB DESCRIPTION

Job Title	Assistant Ground Operations Controller
Purpose & Accountabilities	<ul style="list-style-type: none"> • The Assistant Ground Operations Controller Assistant is responsible for support on the day to day scheduling of the aircraft and crew. You will act as the focal point for flight requests from the Shell Executive Committee representatives. This includes: <ul style="list-style-type: none"> ○ Process requests for flights from Shell Executive Committee and Authorised Users complying with the guidelines for Use of the Shell Aircraft Fleet. ○ Support the Ground Operations Controller in scheduling crew to aircraft complying with regulatory and company regulations as set in the Shell Aircraft Flight Operations Manual ○ Assisting in pro-active planning of crew and aircraft taking into account crew fatigue management, crew currency, visa availability, training, aircraft maintenance schedules, and business events ○ Ensure distribution of accurate flight request information for flight planning and dispatch to JetEx Flight Support. ○ Liaise with internal and external stakeholders for flight planning and dispatch ○ Provide regular flightdata reports to internal stakeholder ○ Support Ground Operations to coordinate services for enroute logistics, accommodation, fuel, security, immigration formalities ○ Producing flight crew dispatch packages including all associated flight safety related material ○ Processing of the post flight data including the returned voyage report comments ○ Code invoices on a daily basis. ○ Operationally support in the event of a Emergency Response. ○ Support the Ground Operations Leadership to produce comprehensive Fleet KPI reports for departmental use and Shell Aircraft Management.
Dimensions	App. 50 staff globally and mainly based at Rotterdam The Hague Airport in The Netherlands. A corporate fleet consisting of 4 Falcon 8X business aircraft that support the travel of the Executive Committee and other authorised users.
Skills & Requirements	<ul style="list-style-type: none"> • Experience in planning of resources for short-term and long term activities taking various conditions into account. • Have a broad knowledge and experience in the executive industry • Experience in corporate aviation and processes preferred. • Demonstrated strong effective communication skills, influencing skills, and organisational skills at all levels within an organisation in English. • Demonstrate confidence in dealing with senior management, business partners, and external stakeholders, and regular interaction at all levels in large organisations. • Effective time management and prioritisation of critical tasks • Commitment to embedding HSSE principles into Shell ways of thinking and operation • Experience working with flight planning and aircraft operations
Additional Information	<p>The key challenges associated with this role are:</p> <ul style="list-style-type: none"> • Engage with a variety of stakeholders across the organisation. • Manage the fair and equitable distribution of flying duties between crewmembers, i.e. hours, responsibilities, and destinations in requirement of Ground Operations Controller

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	<ul style="list-style-type: none">• Support in managing processes with a wide-variety of contributors and stakeholders at senior management level as well as work floor level. This will require both flexibility and ability to influence others.• Given the numerous stakeholders and their different priorities, the challenge is to align all parties and ensure timely decisions are taken, ensuring customer satisfaction at minimum cost.• Resilience in busy and at some times stressful periods
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Reports to	Ground Operations Manager
Assignment Length	12 months initial
Country of Work Location(s)	The Netherlands
Work Location(s)	Rotterdam The Hague Airport

Any questions about the role? Please contact Martijn Ringelberg, ground operations controller, via +31629418204 or martijn.m.ringelberg@shell.com.

Are you excited about this role and joining a leading corporate aircraft operator? Please send your CV & motivation letter to Debbie van der Wal, Ground Operations Manager, debbie.vanderwal@shell.com as well as martijn.m.ringelberg@shell.com.