

NHV Group – Flight Operations Officer

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Job Summary

The operations officer is an operational as well as administrative function, part of the operations department and reporting directly to the Base Manager of the operation at NHV's Norwich Base. Working on a shift pattern of 7 days off shift, 7 days on shift.

Main Responsibilities

Manage the flight schedule to achieve a safe and efficient flying program as follows:

- Dispatch computer flight plans for all flights.
- Ensure that copies of all flight plans made available to aircrew.
- Liaison with air traffic control at Norwich airport
- Liaise with line maintenance control to ensure fleet optimization and availability
- Liaise with internal departments and customers as required on current operational matters.
- Ensure all administration is carried out to the required standard and regulations
- Anticipate and co-ordinate required changes to the flight schedule and liaise with relevant departments.
- Monitor the flight schedule, maintain and update the flight schedule as required.
- Ensure all customer and internal reports are completed and distributed on time and in full.
- Maintain a weather and NOTAM watch appropriate to the operation and liaise with all relevant departments as required
- Liaise with customers as required/directed on delays or significant events. Assist with customer enquiries or queries as required.
- Facilities coordination and reporting.
- Responsible for complying with Information Security Management System (ISMS) policies, procedures, and controls and supporting information security objectives.

Skills & Experience

Skills

- Hands-on mentality
- Flexible
- Customer orientated
- Driven by results, work accurate, problem solver
- Attention to detail to ensure completeness and accuracy

- Must be able to obtain a Disclosure and Barring Service check

Experience

- Preferred minimum of 2 years recent Aviation Operations experience, preferably in an aviation operational control environment
- Professional, friendly, and customer-focused
- Sound knowledge and understanding of flight planning, FDP Limitations, Weather reports & NOTAM's
- Proven ability to work under pressure
- Dangerous goods qualification/experience
- Vantage experience an advantage
- QHSE knowledge or qualification would be an advantage

About NHV

NHV Group is an international helicopter service provider, specialised in business-to-business helicopter services both offshore & onshore.

We aim to create a leading position in the helicopter world with a primary focus on Europe and Africa, without compromising our safety. We strive to provide an increasing level of flexibility to our customers. Our services and experience present a refreshing and safe alternative in the industry. NHV cares about it's people and invests in them to shape the best professionals in the industry.

At NHV, we are dedicated to delivering excellence in the helicopter world. With a commitment to safety, innovation, and customer centricity, we provide reliable services that support a wide range of missions.

Headquarters: Ostend, Belgium

Fleet: Approximately 35 helicopters, including: H175, H160, AW139, AW169 and more

Operations: United Kingdom, Belgium, France, Germany, Denmark, Netherlands, Ivory Coast

Employees: 400+

Founded: 1997

Our expertise spans across Oil and Gas, Offshore Wind, Maritime Services, MRO Services, ATO Pilot Training, and P147 Technician Training. We take pride in working with a skilled and passionate team who ensure everything meets the highest industry standards.

Our Values

- **Safety** – We promote a Just Culture of trust, respect and accountability in safety, free from fear of retaliation.
- **Integrity** – We take pride in our work, act responsibly, and deliver high-quality results on time to support NHV and its partners.
- **Ownership** – We uphold the highest ethical standards, follow all regulations, and foster fairness and trust while continuously improving together.
- **Partnership** – We value strong partnerships and treat our people as equals, working with fairness, respect, and a drive for top performance.

What We Offer

Joining NHV means becoming part of an innovative international aviation company that values motivation, enthusiasm, and development. We prioritize our employees, supporting their well-being and growth with comprehensive, role-specific training. Our commitment to fostering a positive work environment includes organizing corporate events and encouraging innovative and critical thinking.

In addition to a casual dress code, we offer a range of competitive employee benefits designed to enhance your career and well-being.

- Matched pension plan
- Private medical insurance
- Employee assistance program
- Life insurance
- Cycle to work scheme

NHV is committed to providing equality and fairness and ensuring that no individual is subjected to discrimination on the grounds of any of the following characteristics: age, disability, gender, pregnancy, family status, gender reassignment, sexual orientation, race, ethnic origin, religion or belief.

<https://nhv.be/>