

Churchill appoints Ausra Baltrusaityte as service delivery director

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[Churchill](#) has appointed Ausra Baltrusaityte as service delivery director, strengthening its leadership team with a proven expert in aviation and complex service environments. Baltrusaityte brings over a decade of experience managing high-performing teams, complex service delivery contracts, and multi-site operations across the UK as well as a major contract in Europe.

Baltrusaityte is responsible for leading service delivery for one of the biggest names in the rail industry under Churchill's transport portfolio, ensuring consistent, high-quality performance and customer satisfaction. While expanding her operational expertise in the rail sector, she continues to contribute to Churchill's aviation growth ambitions by providing expert insight, strategic support, and hands-on leadership across new business opportunities and existing partnerships.

Throughout her career, Baltrusaityte has led and participated in large-scale aviation tenders and successful mobilisations of aviation sites. She played a critical leadership role during the COVID-19 pandemic, navigating rapid operational changes in response to the sharp decline in passenger traffic, and later driving a smooth return to full capacity. Her strategic approach, adaptability, and ability to lead through uncertainty contributed to a 100% client retention rate over the past decade – a testament to her long-standing commitment to delivering high-impact results and maintaining trusted stakeholder relationships.

Baltrusaityte was responsible for airports that together served over 50 million passengers annually. Her role required a unique blend of operational expertise and a strong focus on passenger experience and ASQ performance, seamlessly shifting between hands-on planning and strategic collaboration with senior executives at major international airports.

Ausra Baltrusaityte, service delivery director at Churchill, said: “Joining Churchill marks an exciting new chapter in my career. I’m proud to be part of a business that shares my passion for safety, service quality, and continuous improvement. Having spent the past several years leading aviation operations across major UK sites and overseeing a key European site, I understand the challenges and opportunities in this sector. I’m looking forward to driving Churchill’s growth across transport by shaping agile, customer-focused service strategies that meet the evolving needs of both our clients and their passengers.”

Stuart Cooper, managing director – transport division at Churchill, said: “Ausra brings deep sector expertise, a fresh international perspective, and a track record of operational excellence that will be invaluable as we continue to scale our service delivery across complex, fast-paced environments like aviation. Her passion for people, performance, and partnership makes her a perfect fit for Churchill, and I have no doubt she will make a significant impact from day one.”