



## JOB OFFER

Created in 2009, **ESSP** is a young and dynamic company, a **pan European service provider**, certified by EASA (the European Union Aviation Safety Agency) to deliver safety-critical services. Our mission is to operate and provide **Communication, Navigation and Surveillance (CNS)** services, among which, the main one is, the **EGNOS service** (the European Geostationary Navigation Overlay Service), on behalf of the EUSPA (the European Agency for Space).

**ESSP Corporate Video:** [https://www.youtube.com/watch?v=u\\_FKtcaN8YE](https://www.youtube.com/watch?v=u_FKtcaN8YE)

**ESSP Website career:** <https://www.essp-sas.eu/human-resources/careers/>

ESSP recruits a:

### SERVICE PROVISION UNIT DIRECTOR - (F/M)

We are looking for our new **Service Provision Unit Director** to ensure the provision and the implementation of the **CNS (Communication, Navigation and Surveillance) Services** in accordance with the Regulation, by interfacing with customers and users through appropriate means. The SPU Director is managing a Unit of approximately 70 employees located in Torrejon de Ardoz (Madrid):

- Overall Management of activities of the Service Provision Unit.
- The management of reporting and reviews with the Customer.
- The management of the EGNOS Service Center.
- The implementation of projects related to the Service Provision Unit.
- As a member of the ESSP-SAS Management Team, actively contributes to management meetings and corporate decision-making.

#### Your main responsibilities/activities will be:

- Overall Management of activities of the Service Provision Unit (SPU) :
  - o Coordinates and decides distribution of workload, assurance of products, teams responsibilities
  - o Ensures that all the members know and apply strictly their corresponding management taking into account the Safety, Security and Quality policies.
  - o Ensures the appropriate training level and staff development
- Interface management with other ESSP units:
  - o Coordinates with others units of the company
  - o Supports ESSP Business Development in the elaboration of proposals and detection of business opportunities.
  - o Provides support for Strategy definition, development and implementation.
- Contributes to monthly/ yearly performance reports and meetings/ reviews with Customers.
- Contributes to customer satisfaction.
- Acts as Crisis Manager during ESSP crisis situation.
- Manages of the CNS Service Center
- Implements of projects resulting from the business development activities and where SPU is involved.
- Provides the necessary skills when responding to calls for tender, ensures that the load and costs estimates related to SPU activities are appropriate.



- Supports and deploys the policies implemented in the company (HR, Security, Safety, Finance) and ensures compliance with internal process.
- As a member of the Management Team, actively contributes to management meetings and corporate decision-making.
- Ensures that the CNS Service Centre facility is appropriate to perform all tasks and activities in accordance with the SPU Unit mission and with the Regulation.
- Is acting as the Company's legal representative in Spain.

The Service Provision Unit Director acts as the Local Facility Security Officer and contributes to the security of the company's information systems within the limits of its responsibilities.

#### PROFILE:

- High level of English (C1-C2) – CEFR
- Spanish (C2) – CEFR
- Good communication and negotiation skills
- Ability to work in a team environment.
- Proven capacity to lead an organisation at strategic and internal management levels.
- Team Management, Leadership and Team spirit
- Strong autonomy
- Customer satisfaction focused
- Ability to anticipate, step-back, manage conflicts
- Business and negotiation skills, development of new services skills
- High-level knowledge of the ESSP services (scope and types) and their stakes in terms of business continuity for ESSP customers and partners. Knowledge of the stakeholder landscape and of the related information to contact them.
- Basic knowledge of the systems architecture maintained and supervised by ESSP, as well as the monitoring systems that report alerts and recovery status.

#### JOB REQUIREMENTS:

Engineering degree or equivalent

Available for **regular travels** mainly in Europe

Experience of at least **10 years in Management**.

Experience of at least **10 years in the provision of CNS services** related to satellite navigation, Communication or Surveillance. Project management and international project management, at least **5 years of which must have been at management level**.

Experience in a field relevant to GNSS mission and safety of life applications, or more generally in CNS services for aviation.

University degree preferably in Engineering

Preferably experience in Marketing Communication and in commercial development.



## HUMAN RESOURCES

### Recruitment process:

- **1<sup>st</sup> interview** is held by the CEO
- **2<sup>nd</sup> interview** is held by HR Director

### Remuneration package:

- **Variables:** bonuses based on objectives
- **Teleworking:** up to 3 days/week
- **Health insurance, life Insurance**
- **Saving plan**
- **Tickets Restaurant**
- **Sustainable Mobility Package:** Home/Office travels reimbursement if car sharing or bicycling
- **29 holidays** (for full time year)

Please send your application file only by e-mail to the following address: [recrut@essp-sas.eu](mailto:recrut@essp-sas.eu)

**Job Location:** Madrid (Spain)

**Type of Contract:** Full time / Permanent

**ESSP is committed to cultural diversity, gender equality and the employment of disabled workers.**