



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=ZkszX-ptzAY>

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

ESSP recruits a:

AVIATION SATCOM SERVICE MANAGER - (F/M)

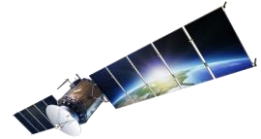
We are looking for our new **Aviation SATCOM Service Manager** who will be leading **SATCOM service** and ensures a **service provision in line with the SLA (Service Level Agreement) with the customers (Air Traffic Service Providers) and subcontractors in line with the Service Management Plan. This include:**

- **Performance of the service,**
- **Interface with customers,**
- **Direct reporting (technical, financial)**
- **Overall Service Provision Manager of Satellite Communication (SATCOM) contracts**

For these activities, we are looking for someone with at least **6 years' experience in aeronautical communications with focus in data link (DLS) services/applications or satellite technologies (SATCOM/IRIS ESA Program)**, with a **strong leadership** and **very good level of English** (minimum C1).

Your main responsibilities/activities will be:

- Acting as **SATCOM Overall Service Provision Manager of the SATCOM Service Provision** contract:
 - o Provision of the service according to the Service Management Plan,
 - o Interface with the ESSP management team through Service Steering Committees,
 - o Interface with ESSP Units to ensure a unique voice towards the customers,
 - o Ensure all technical and administrative activities are done in compliance with the contract,
 - o Management of SATCOM Service Provision and its schedule with Project Team,
 - o Management of risks associated with the service in coordination with the Compliance Team,
 - o Coordinate the definition of contingencies and associated communication plan,
 - o Ensure to maintain the ESSP certification in Communication.
- Management of the customer and subcontractor Service Level Agreements as accountable of the KPIs status including the establishment of mitigation actions to improve their values if relevant,
- Interface with European stakeholders, including customer and user satisfaction,
- Management of the reporting and meetings with the SATCOM customers, users and stakeholders, including key subcontractors in the end-to-end service operational chain,
- Conflicts management with the customers in coordination with ESSP Units,
- Budget and resources monitoring and accountability (charges and costs related to the SATCOM Service activities (ESSP own costs as well as subcontracted activities) are appropriate and in line with the budget),
- Management of the Service portfolio and identification of service evolution needs and contract changes opportunities, supporting the Strategy and Business Unit in the definition of new service,
- Contributing to the implementation of evolution or new SATCOM Service Provision contract,
- Establishing and maintaining the service delivery processes in the company.



PROFILE:

Soft skills

- Leadership and team spirit // Project and Service Management
- Communication, negotiation skills
- Customer satisfaction oriented
- Capability to anticipate
- Capability to identify risk and to mitigate them by proposing solutions or alternatives
- Ability to step-back and to get the global picture of the situation to manage priorities and appropriate actions in case of issues
- Strong autonomy and proactivity
- Ability to assume responsibilities
- Shows initiative and is able to synthesize

Technical Skills

- Experience in SLA management and Customer satisfaction
- Experience in international and multi-stakeholder projects
- Good understanding of European regulation (such as, but not limited to, Commission Implementing Regulation (EU) 2021/116 (Common project 1-CP1), Single European Sky (SES) regulatory framework and European Union Aviation Safety Agency (EASA) regulation) as well as applicable standards (ICAO, EUROCAE, RTCA, ARINC...)
- Deep understanding of data link satellite-based communication services supporting Aircraft Communication Addressing and Reporting System (ACARS)-based applications, ATN-B1, ATS-B2 & ATS-B3
- Background in previous IRIS ESA program phases or relevant SESAR projects related to CNS

A high level of English is needed for this position (at least C1) - CEFR

JOB REQUIREMENTS:

Engineering degree or equivalent

Available for **regular travels** mainly in Europe

HUMAN RESOURCES

Recruitment process:

- **1st interview** is held by the direct manager of the position you applied for (technical interview)
- **2nd interview** is held by HR Unit

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

Job Location: Madrid (Spain)

Type of Contract: Full time / Permanent

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