



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/>

In ESSP we are looking for a:

CHIEF OPERATING OFFICER - (F/M)

We are looking for a **Chief Operating Officer (COO)** who will be in charge of ensuring **effective coordination and alignment between the three operational units:** System Operations, Service Provision, Compliance Management and Service Managers, providing **structure and coherence in day-to-day operations**. For these activities, we are looking for someone with at least **10 years' experience in team management and transversal coordination** in aeronautical and aerospace domain or with a **COO experience** in an Operations and Service delivery company.

Your main responsibilities/activities will be:

The Chief Operating Officer is responsible for:

- Reinforcing **transversal coordination** between the three operational units, ensuring consistent delivery and alignment across the different operational Units of the company,
- Overseeing **service delivery, system operations and operational compliance**,
- Managing operational risks, incidents, and escalations,
- Supervising **complex multi-unit projects**, optimising the costs, and looking for efficiency and synergies,
- Supporting implementation of standards and audits,
- Driving **operational efficiency and continuous improvement**,
- Anticipating and preparing the future from a technical standpoint.

Activities here above can be achieved by :

- Reporting and working closely with the Chief Executive Officer for all the technical critical and strategic operational issues,
- Working closely with the 3 operational Directors to help harmonise the means needed for the Unit management and support the resources management,
- Working closely with the Chief Financial Officer, and Strategy and Business Development Unit to ensure that operational execution supports company objectives and financial performance,
- Supporting System Operations Unit and Service Provision Unit on technical improvements method,
- Directly supervising Service Managers, ensuring service delivery, quality, and compliance with standards, and monitoring performance across all service lines,
- Ensuring the Services Managers coordination with Key Account Managers and Strategy and Business Development to ensure that operational priorities remain aligned with customer and market needs,
- With the Compliance Management Unit, ensuring adherence to certifications and standards, overseeing audits, and supporting closure of findings,
- Supporting Compliance Management Unit on corporate improvements linked to the operating system (Security, Quality Management, Project & Service control, Risks and Business Continuity systems),



- Identifying and addressing operational risks, serving as the main escalation point between units and services to anticipate issues and de-risk execution.

PROFILE:

Generic Skills:

- Ability to effectively manage and organize multidisciplinary teams
- Ability to manage a plurality of stakeholders
- Leadership and autonomy
- Team and Corporate spirit
- Ability to share, listen, communicate, reconcile and to report
- Pragmatism, rigor and organization
- Very good priority management
- Ability to anticipate and to be proactive
- Ability to think out of the box and to be creative (not conservative approach)
- Customer Service Oriented
- Ability to facilitate internal collaboration
- Experience with software suites Microsoft (MSOffice, MSProject, etc)
- Very good level of English (B2-C1) – CEFR.

Specific Skills:

- Knowledge of the ESSP services (scope and types)
- Knowledge of the stakeholder landscape
- Basic knowledge of the satellite systems architecture
- Ability to assume responsibilities and make decisions in a complex context involving a certain level of risk taking
- Operational decision-making sometimes in urgent conditions
- Accompany business transformations, show initiative
- Financial management (optimization of the organization, and associated costs).

JOB SPECIFICATIONS:

Engineering degree or equivalent

Available for **regular travels** mainly in Europe

Subject to constraints of minimum presence during normal vacation periods (July/August, Christmas, February, Easter).

Financial and contractual experience



HUMAN RESOURCES

Recruitment process:

- **1st interview** with the CEO
- **2nd interview** is held by HR Unit

Remuneration package:

- **Variables:** bonuses based on objectives
- **Teleworking**
- **Tickets Restaurant (card)**
- **Family Health Insurance**
- **Sustainable Mobility Package:** Home/Office travels reimbursement if car sharing or bicycling
- Reimbursement of **part of public transport** subscription

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

Job Location: Toulouse or Madrid

Type of Contract: Full time / Permanent

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