

Job Title: Head of the Quality, Supply Chain and Knowledge Management Section

Req ID 8654 - Posted 23/07/2019



EUROPEAN SPACE AGENCY

Vacancy in the Directorate of Technology, Engineering and Quality.

ESA is an equal opportunity employer, committed to achieving diversity within the workforce and creating an inclusive working environment. Applications from women are encouraged.

Post

Head of the Quality, Supply Chain and Knowledge Management Section

This post is classified A2-A4 on the Coordinated Organisations' salary scale.

Location

ESTEC, Noordwijk, The Netherlands

Description

Head of the Quality, Supply Chain and Knowledge Management Section in the Quality, Dependability and Product Assurance Support Division, Product Assurance and Safety Department, Directorate of Technology, Engineering and Quality.

Reporting to the Head of the Quality, Dependability and Product Assurance Support Division, the Head of the Quality, Supply Chain and Knowledge Management Section is responsible for management of the Section, its resources and activities. In addition, the Head of Section will be required to carry out and to contribute to operational activities within the technical domains of the Section.

The Quality, Supply Chain and Knowledge Management Section is responsible for the development, implementation and maintenance of quality and supply chain management expertise and standards. The Section provides quality management support to ESA corporate areas including ESA projects, manages accreditation and certification schemes, and evaluates and monitors the ESA supply chain quality. The section is also strongly involved in the ESA knowledge management function. Furthermore, the section supports the development, maintenance and operations of data systems for the department's core activities

Duties

Duties include:

- ensuring a positive and motivating working environment for the Section;
- managing the workforce of the Section with accountability for all resources and activities delegated to the Section;
- maintaining and developing the expertise and technical competence of the Section's members to meet current and future strategic needs, taking due account of their motivation, aspirations and professional development;
- distributing and assigning the tasks of the Section to its members, monitoring and managing their performance and providing timely and regular feedback;
- anticipating and resolving sensitive or difficult situations, liaising with HR as required;
- negotiating, organising and coordinating the specialist support provided by the Section to ESA projects throughout all phases;
- preparing resource requirements based on needs originating from both inside and outside the Section and resolving conflicting demands on the use of the resources available in the Section;
- establishing, developing and maintaining good working relationships and technical networks with users, project groups and other organisational bodies both inside and outside the Agency;
- contributing to the continuous improvement of working procedures and to the reflection on the evolution of the Section's role and activities.

Within its domain of competence, the postholder will be responsible for:

- providing expert support in the field of quality management;
- providing expert and administrative supports to ESA knowledge management activities;
- planning, performing and following up quality and/or technical audits of suppliers in response to the requirements and for the benefit of ESA projects and programmes, assessing their in-house standards for compliance with baselined technical requirements;
- managing accreditation and certification schemes established in relation to applicable standards and ESA specifications and in response to the needs of ESA programme Directorates;
- establishing and maintaining the quality management system of the Directorate of Technology, Engineering and Quality, including its laboratories;
- managing the lifecycle of ESA Alert system and the internal pre-Alert system, including their dissemination;
- managing the development, maintenance and operations of data systems in support to product and quality management and in response to the requirements of ESA programme directorates. This includes but is not limited to: ESA alerts, internal problem notification, non-conformance management, auditing and supply chain monitoring data systems;
- evaluating and monitoring the ESA supply chain quality based on the needs expressed by the Procurement Department and the ESA programme directorates. This includes assessing supplier process and data flows for their optimum integration in the Agency's quality value chain. This also includes the coordination of dedicated working groups;
- defining, initiating and managing R&D activities (in the fields of quality and supply chain management requirements, techniques, methodologies and tools) covering both long- and short-term needs;
- supporting the activities of the relevant Competence Domains;
- monitoring applicable scientific and technological trends and maintaining a state-of-the-art expertise;
- contributing to the dissemination of the results of the activities performed and the transfer of knowledge across the Agency.

Due to the inter-disciplinary nature of quality and supply chain management activities, the postholder will be expected to establish and maintain good working relationships and networks with experts in the Directorate from other related disciplines.

Technical competencies

Knowledge of the industrial landscape and ability to define technology development roadmaps identifying future trends in technology requirements

General background and specific experience in the technical domains covered by the position

Experience with the design, development and application of relevant tools and methods

Experience in implementing and driving R&D and/or industrial activities, as well as knowledge of ESA technology programmes

Resource management experience

Experience with Space Quality Standards and their preparation and implementation

Leadership competencies

Developing & motivating people

Strategic vision & business context

Driving performance

Fostering cooperation & effective team-working

Behavioural competencies

Communication

Planning & Organisation

Results Orientation

Problem Solving

Education

Applicants for this post must have a Master's degree or equivalent qualification in engineering or technical sciences.

Additional requirements

Several years of experience in quality and supply chain management, preferably in the space domain as well as qualification as Lead Auditor of quality management systems (ISO 9001, EN 9100) and experience leading quality audits

are required. Experience managing data systems is an asset. Candidates must be customer service oriented and demonstrate awareness of customer requirements and expectations. Candidates must be eligible for security clearance by their national security administration.

In addition, candidates should have:

- the potential to manage individuals or a team of experts in a project or R&D setting and the ability to organise their activities;
- strong leadership capabilities, with proven relationship management and communication skills;
- the ability to drive their team's performance, developing their people by encouraging learning, delegating responsibility and giving regular and constructive feedback;
- strong problem-solving skills to deal with day-to-day operational challenges, together with demonstrated planning and organisational skills;
- a strong results orientation with the ability to set priorities and present practical solutions both orally and in writing;
- the ability to manage challenging situations proactively and constructively and to be customer focused;
- the ability to represent the Agency in interfaces with industry and government agencies.

Previous people management experience is an asset, as is international experience, i.e. outside the candidate's home country, and experience in diverse functional areas relevant to the activities of ESA.

Other information

For behavioural competencies expected from ESA staff in general, please refer to the ESA Competency Framework.

The working languages of the Agency are English and French. A good knowledge of one of these is required. Knowledge of another Member State language would be an asset.

The Agency may require applicants to undergo selection tests.

The closing date for applications is 21 August 2019.

If you require support with your application due to a disability, please email contact.human.resources@esa.int.

Please note that applications are only considered from nationals of one of the following States: Austria, Belgium, the Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Luxembourg, the Netherlands, Norway, Poland, Portugal, Romania, Spain, Sweden, Switzerland, the United Kingdom and Canada and Slovenia.

According to the ESA Convention the recruitment of staff must take into account an adequate distribution of posts among nationals of the ESA Member States. When short-listing for an interview, priority will first be given to internal candidates and secondly to external candidates from under-represented Member States. (<http://esamultimedia.esa.int/docs/careers/NationalityTargets.pdf>)

In accordance with the European Space Agency's security procedures and as part of the selection process, successful candidates will be required to undergo basic screening before appointment.

Recruitment will normally be at the first grade in the band (A2); however, if the candidate selected has little or no experience, the position may be filled at A1 level.