

Job Title: Head of ESOC EFM Soft Services Section

Req ID 9503 - Posted 06/03/2020



EUROPEAN SPACE AGENCY

Vacancy in the Directorate of Internal Services.

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 ESOC EFM Soft Services Section

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

Location
ESOC, Darmstadt, Germany

Description
Head of ESOC EFM Soft Services Section in the ESOC & EAC Estates & Facilities Management Service, ESA Estates & Facilities Management Department, Directorate of Internal Services.

Under the direct authority of the Head of Service, you will manage this Section which is responsible for managing a wide range of EFM services outsourced to specialised companies.
You will provide support to the Head of Service for financial control of ESOC's FM budgets and will play a significant role in driving its ambitious environmental targets.

- Duties**
- You will be responsible for managing:
- ESOC general accommodation in line with ESA's new work environment principles (office areas; meeting and conference areas; public and service areas; storage, social, sport and recreational facilities) and the definition of related long/medium/short-term plans, interfacing with customer representatives where appropriate;
 - FM services including:
 - catering;
 - business support (reception, switchboard, site helpdesk, audio-visual, video conferencing, mail distribution, driver services and archive);
 - on-site logistics and external transportation, customs clearance and storage (internal/external), taxis;
 - cleaning and waste management;
 - gardening;
 - ESOC travel management;
 - ESOC personal banking;
 - procurement and distribution of office and technical consumables;
 - school-bus services in accordance with requirements defined by Human Resources.
 - FM aspects of conferences and events;

- Life Cycles of furniture and equipment for offices and public areas and ESA equipment used for delivery of FM services (coffee machines, catering equipment, audio visual equipment).
- You will ensure that all activities managed by the Section are fully compliant with applicable ESA and German Health, Safety and Hygiene regulations and standards.

In financial administration you will be responsible for:

- structuring and updating annual budget planning as required by the Head of Service in line with departmental guidelines;
- preparing financial status reports on running and investment costs (actual, committed and planned) monthly and on request;
- supporting business revision exercises;
- monitoring and reporting on SLA-related budgets;
- seeking input from Service team members and consolidating monthly the contractual KPIs related to FM contract(s);
- maintaining the inventory of accountable items managed by the FM Service.

Technical competencies

State-of-the-art knowledge in area of responsibility at required level

Knowledge & understanding of the Agency's core business

Management of service contracts

Leadership Competencies

Driving performance

Fostering cooperation & effective team-working

Developing & motivating people

Behavioural competencies

Problem Solving

Planning & Organisation

Teamwork

Customer Focus

Results Orientation

Communication

Education

Master's degree or equivalent qualification preferably in a facility management or business-related discipline.

Additional requirements

Negotiating skills and a proven multitasking capability. Work experience in the organisation of events and an in-depth knowledge of ESA's financial management tool would be advantages.

In addition, candidates should have:

- the potential to manage individuals or a team
- the ability to organise their activities and ensure a motivating work environment
- 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.
- previous people management experience is an asset for the position, as is international experience, i.e. outside the candidate's home country, as well as 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 3 April 2020.

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.