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YOU CAN MAKE
A WORLD OF DIFFERENCE

VN 20/19 OPERATIONS QUALITY ASSURANCE MANAGER

In the EUMETSAT matrix organisation, the Technical and Scientific Support (TSS) department through its Process Assurance and Management Support Division (PRS) provides support quality assurance and management support services to the full organisation.

Within the Quality Assurance Competence Area (QA CA) of the PRS Division, the Operations Quality Assurance Manager manages and delivers Quality Assurance (QA) support services to operations of satellite systems, services to users and other activities performed under the responsibility of the Operations & Services to Users (OPS) Department.

DUTIES

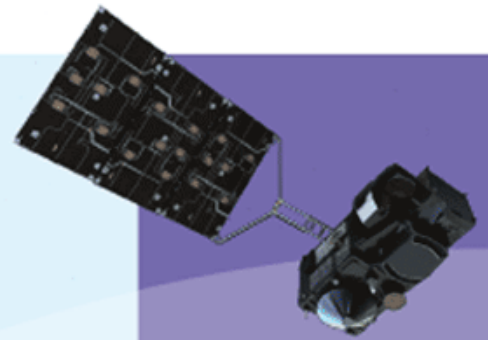
Manage a team of quality assurance specialists (staff members and contracted services) and the associated budgets, to ensure the effective and efficient execution of the duties listed below;

Manage and deliver quality assurance support services to the operations for all EUMETSAT satellite systems and for the projects led by the OPS Department, including:

Monitoring of the satisfactory implementation of the QA requirements ;

Guidance or support to investigations and problem solving on detected anomalies, non-conformities and operational incidents;

Facilitate the risk management activities in the area of satellite systems operations, including organisation and follow up of risk reviews on departmental and project levels;
Ensure the implementation of lessons learned in the area of satellite systems operations;
Support the definition, documentation, implementation, analysis and continual improvement of operations processes and associated working practices, and the assessment of their compliance with the EUMETSAT Management System;
Support the QA Competence Area Manager in the harmonisation and improvement of EUMETSAT-wide QA



LOCATION

Darmstadt, Germany



QUALIFICATIONS

University degree in a relevant discipline.



LANGUAGES

The official languages of EUMETSAT are English and French. Candidates must be able to work effectively in English and have some knowledge of French.



DEADLINE

19 April 2020

Reporting to the Director of Operations and Services to Users;

processes;
Perform and/or support EUMETSAT internal quality audits, as well as audits on contractors and suppliers;
Support external quality audits.

SKILLS AND EXPERIENCE

Minimum five years of experience in the area of quality or product assurance in complex software-intensive working environment, preferably in operational or 24/7 working environment;
Demonstrated ability to lead and coordinate teams, including management of performance and maintenance of key skills and knowledge;
Excellent interpersonal and team working skills, combined analysis, synthesis and presentations ability to ensure effective and efficient work and interactions both within and across teams;
Knowledge and practice of the ISO 9000 and/or ECSS series of standards are required.
An auditor certification would be an advantage.

EMPLOYMENT CONDITIONS

The initial contract will be of 4 years' duration, with subsequent 5 year contracts being awarded thereafter, subject to individual performance and organisation requirements. There is no limit to the amount of follow-up contracts a staff member can receive up to the EUMETSAT retirement age of 63 and there are certainly opportunities to establish a long career perspective at EUMETSAT.
This post is graded A2/A4 on the EUMETSAT salary scales. The minimum basic salary for this post is EURO 5,797 per month (net of internal tax) which may be negotiable on the basis of skills and experience. The salary scale provides for increments on the anniversary of taking up employment, and scales are reviewed by the EUMETSAT Council with effect from 1 January each year. In addition to basic salary, EUMETSAT offers attractive benefits. Further information, including salary details, is available on the EUMETSAT web site.

EUMETSAT is committed to providing an equal opportunities work environment for men and women. Please note that only nationals of EUMETSAT Member States may apply. The EUMETSAT Convention requires that Staff shall be recruited on the basis of their qualifications, account being taken of the international character of EUMETSAT.

ABOUT EUMETSAT

EUMETSAT is Europe's meteorological satellite agency. Its role is to establish and operate meteorological satellites to monitor the weather and climate from space - 24 hours a day, 365 days a year. This information is supplied to the National Meteorological Services of the organisation's Member and Cooperating States in Europe, as well as other users worldwide.

EUMETSAT also operates several Copernicus missions on behalf of the European Union and provide data services to the Copernicus marine and atmospheric services and their users.

As an intergovernmental European Organisation, EUMETSAT has 30 Member States (Austria, Belgium,

Bulgaria, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, The Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and the United Kingdom.)

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