

## Required Services

<b>Title</b>	<b>Business Process &amp; Quality Manager</b>
<b>Localisation</b>	This is a 60% role for SESAR Deployment Alliance (SDA). It is anticipated that 80% of the work will be performed in SDA Headquarters, Brussels – Belgium.
<b>Duration</b>	Commencing as soon as possible
<b>Accountable to</b>	Manager Business Systems & Processes in the Finance, Partnerships & Corporate Services Directorate (FPS)
<b>Accountable for</b>	SDA's Business Processes and Quality Management
<b>Scope</b>	This role supports the Manager Business Systems and Processes in providing effective management processes and quality assurance for all SDA activities, seeking opportunities for optimisation.
<b>Main Accountabilities</b>	<p>Tasks include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Review of all SDA Management Processes</li> <li>• Document SDA processes within a Quality Management document and process required updates frequently</li> <li>• Identify opportunities for optimising processes, create management proposals and drive the implementation of approved changes</li> <li>• Ensure adequate tracking of deliverables within the SDA</li> <li>• Setup reporting mechanism to monitor contractual deliverables on different levels</li> </ul>
<b>Competencies</b>	<p>To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or ability required:</p> <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Bachelor's degree or equivalent</li> <li>• Consulting experience in a technical environment</li> <li>• Demonstrated business process engineering experience</li> <li>• Experience in documenting user requirements for implementation by software suppliers or internal parties</li> <li>• Fully proficient in Microsoft Office skills (Word, Excel, PowerPoint, Outlook, SharePoint; Visio, Microsoft Project)</li> <li>• Strong team player demonstrating maturity and respect when dealing with people at all levels, and leadership qualities when necessary</li> <li>• Excellent verbal and written communication skills in English language</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Further languages would be a benefit, particularly French and German.</li> <li>• A process management certification would be beneficial</li> <li>• Experience in a multi-cultural work environment</li> <li>• Experience in the aviation industry is preferred</li> </ul>