

## VACANCY NOTICE

### Head of Quality Management Unit

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).

EUMETSAT is now inviting well qualified candidates from its Member States to apply for the following post:

**POST:** Head of Quality Management Unit

**LOCATION:** Darmstadt, Germany

**DURATION  
OF INITIAL  
CONTRACT:**

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.

**BACKGROUND:** Hosted in the Process Assurance and Management Support Division, the Quality Management Unit reports directly to the Director-General.

He/she manages the Quality Management Unit, provides the Director-General and the Management Board with an independent assessment of the compliance, effectiveness, efficiency and suitability of EUMETSAT's Management System and its seven key processes, and the suitability and

consistency of the Risk Management Framework. He/she also coordinates cross-organisational initiatives addressing major evolutions/improvements of the EUMETSAT management system.

**DUTIES:**

The main duties will be as follows:

- Manage the Quality Management Unit and its resources;
- Maintain the Quality Policy and the Risk and Information Security Management Policy;
- Ensure that the Management System is kept suitable for EUMETSAT's business and environment and consistent with the Strategy approved by Member States;
- Create the conditions for sustained ISO 9001 registration, manage interactions with the selected ISO registrar and ensure that gaps and recommendations identified by external audits are addressed;
- Serve as the pilot of the corporate level Management Review process, including assessment of inputs from departments, identification of opportunities for improvement of key processes and follow up of actions;
- Proactively identify new requirements placed on the Management System by evolutions of the strategy of EUMETSAT or its environment (including regulatory framework) and propose and coordinate response;
- Assess the compliance and consistency of proposed changes to the high level documentation of the Management System;
- Manage quality audit plans and programmes using a risk-based approach, including:
  - Preparing and proposing quality audit plans to the Management Board after coordination with the internal audit function and identification of opportunities for joint or shared audits;
  - Implementing annual quality audit plans through supervising or leading quality audits;
  - Ensuring that gaps and shortcomings identified by quality audits are addressed and by appropriate actions;
  - Reporting to the Management Board on audit outcomes and status of actions;
  - Reporting to the Management Board on the status of implementation of the quality audit plans and performance aspects of its execution.

- Ensure that gaps and shortcomings identified in internal and external quality audits are identified and propose relevant actions for ensuring proper risk coverage;
- Support the Management Board in the assessment of the relevance of current and proposed strategic indicators;
- Support the Director-General in the evaluation and improvement of the overall Risk Management Framework across the organisation, coordinate the implementation of the Corporate Risk Management Process and maintain the Corporate Risk Register;
- Coordinate the implementation of cross-organisational initiatives established under the responsibility of the Management Board for major evolutions of the EUMETSAT Management System;
- Stay abreast of developing methodologies and emerging standards in the domain of enterprise management, assess their relevance to EUMETSAT and present them to the Management Board for consideration.

**QUALIFICATIONS:**

- University degree (MSc, MBA or equivalent) in a relevant discipline.

**SKILLS AND EXPERIENCE:**

- Minimum 5 years' experience in the maintenance and evaluation of a Corporate Quality Management System, including supervision of and contributions to continuous improvement, preferably in a business area involving high technology and H24 operations;
- Minimum 5 years' experience in planning, organising, executing or supervising internal quality audit programmes, including demonstrated experience as lead quality auditor;
- In-depth knowledge of ISO 9000 series of standards, and successful experience of certification;
- In-depth knowledge of process modelling methodologies and proven experience of relevant software tools;
- Knowledge of risk management methodologies and practical experience of their application, preferably to management of corporate level risks;
- Understanding of COSO Internal Control Framework and, preferably, Institute of Internal Auditors (IIA) standards for Internal Audit would be an advantage.

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

**CLOSING DATE: 22 April 2018**

Interviews are tentatively scheduled for week 24/2018.

**Applications in English or French should be sent via our online form (attaching curriculum vitae and covering letter quoting Reference VN(18)18) at**

**[www.eumetsat.int](http://www.eumetsat.int)**

This post is graded A3/A4 on the EUMETSAT salary scales. The minimum basic salary for this post is EURO 6,717.63 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. EUMETSAT does not operate a nationality quota system but, in recruiting Staff members, the geographical distribution will be taken into account.**