



Program Manager

Material Services Hoofddorp

The Role

As our Program Manager you lead (Material Service) programs from an end-to-end perspective, for your assigned product/market combination, towards financial- and operational goals. We are currently recruiting a Program Manager for Material Services. Your primary objective is to balance the program's service levels, and its capital requirement. Next to that you look for growth opportunities within existing programs or look out of new program opportunities. To achieve this, you will be collaborating with cross functional teams in the chartering, initiation and executing of programs. You are based in our Hoofddorp location, and report into the Head of Programs.

The Team

The Program Management team is lead by the Head of Programs, which you will report into. In the Hoofddorp Program Management team, you work alongside a Pricing Specialist as well as a direct Program Management colleague to manage the Defense Programs, Parts Distribution Programs and Fokker Programs. The team is part of the Programs Department which also includes the Customer Support Representatives team, and works closely together with the Commercial & Procurement Teams.

Key Responsibilities

- Lead (service) programs from an end-to-end perspective, for your assigned PMC;
- Balance the program's service levels and its capital requirement;
- You collaborate with Product Owners, and Operational Leaders to manage one or more service programs; this includes ideation, project chartering, project execution, operational monitoring, continuous improvement, and overall program management, using industry best practice, techniques and standards;
- You collaborate with Sales Managers to generate proposals, that are supported by our operational capability or (near term) ambition;
- You collaborate with Supply Chain, Production Support and Engineering Services to prevent, manage or resolve obsolescence and reliability issues;
- You charter, initiate and manage resourcing and Last Time Buy (LTB) projects;
- You actively engage in optimizing the program's inventory requirement, and divest of excess inventory by collaborating with the (transactional) Fulfillment Team;
- You actively engage in make/buy decisions for your products;
- You charter, initiate and execute continuous improvement plans & actions for your program(s);
- You develop and maintain relationships with (key) customers to ensure that the program meets customer requirements;
- You manage internal communication & collaboration, to ensure clarity, agreement & efficiency;
- You drive best practice management processes throughout the program and promote the consistent use of appropriate tools and methodologies;
- You manage internal and external (operational) Program Review Meetings;
- You ensure program administration provide and accurate reflection of the programs status;
- You manage ongoing program coordination, risk dependencies and issue resolution and escalations.



Experience & Qualifications

- A Bachelor's degree in Aerospace, or Supply Chain Engineering, or at least relevant work experience in managing complex projects;
- You have a proven track record of working within logistic service projects or programs.
- You have 4+ years' of relevant experience or an advanced degree in the appropriate discipline;
- You have 2+ years' experience in managing programs or key accounts;
- You bring strong analytical skills and feel comfortable in using analytical software like excel and access;
- You are excellent in verbal and written communication in English and Dutch;
- You are an excellent stake holder manager and can cope with conflicting views;
- You have strong problem solving skills and can think outside of the box;
- You are hands-on and a pragmatic thinker;
- You have a proven track record in Project Management (IPMA certified preferred);
- You have experience with Lean and Six Sigma (certified Green Belt preferred);
- You are able to work in cross functional, and cross regional teams.