

For one of our clients, SkyTeam, we are looking for a

Program Manager Seamless Ancillaries

Fulltime | SkyTeam Office – Amsterdam | approx. 2 years

About SkyTeam

SkyTeam is one of the world's three largest airline alliances, providing customers from member airlines access to an extensive global network with more destinations, more frequencies and more connectivity. The SkyTeam Alliance network has more than 16,000 daily flights and 1,057 destinations over nearly 180 countries. Their 20 SkyTeam member airlines make it possible for customers to travel the world in a better way. Whether making a personal journey or doing global business, customers enjoy more flexibility, convenience and choices along their journey with SkyTeam. They are working together so they can focus more on "caring about you".

Their world-class airline alliance members cover almost every corner of the globe, and SkyTeam is the biggest airline alliance in Greater China. The benefits of flying with their member airlines include access to SkyPriority, the industry-leading, alliance-wide, red carpet treatment with priority airport services for top customers, exclusive lounges and frequent flyer programs.

From the centralized office in Amsterdam Airport Schiphol, SkyTeam's core management team focuses on alliance business to enhance existing benefits as well as develop new benefits for customers. Some of the functions handled by the central organization include: marketing, sales, airport synergies and transfer product, cargo, advertising and brand, alliance operations, finance, corporate communications and IT.

Purpose of the job / assignment

A step of strategic importance for SkyTeam is 'Seamless cross selling of Ancillaries'. The SAAM Office will lead this initiative on behalf of its members by starting a multiyear program. The overall aim of the program is to reduce customer pain points and to match customer expectations on Alliance level.

The selected individual will be assigned with leading, directing and managing the program from setting up, delivery of new capabilities, realization of benefits and closure.

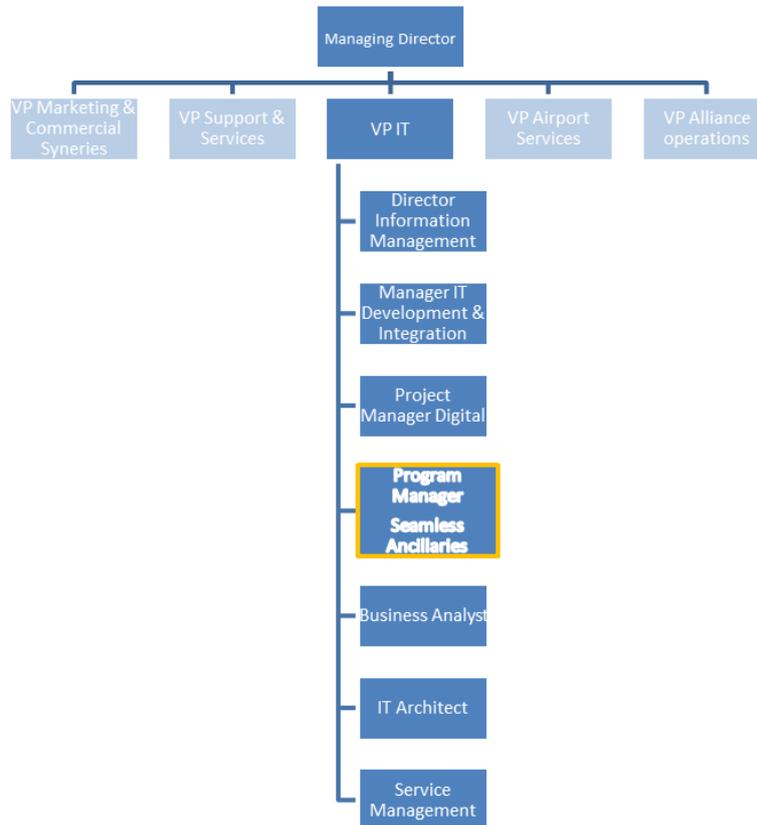
The Program Manager Seamless Ancillaries has a primary responsibility for successful delivery of new capabilities, establishing governance and having the deliverables and governance embedded in the member airlines.

The member airlines are responsible for benefit realization via organizational adoption and usage of the capability and transition to the desired outcome.

The Program Manager Seamless Ancillaries will protect the interests of the Alliance as a whole and operate in total neutrality and transparency, creating awareness about the Alliance - i.e. focusing on the benefits to member airlines and customers alike.

Position within the organisation

The selected individual will report hierarchically to the Vice President Information Technology.



Key result areas/responsibilities?

- Taking the programme forward, day to day management.
- Ensuring successful delivery of the seamless cross sell capability.
- Planning and designing the programme, proactively monitoring its overall progress, resolving issues and initiating corrective action.
- Developing and implementing the governance framework.
- Effective coordination of member and IT projects and their interdependencies.
- Managing the programme's budget, monitoring costs against benefits.
- Facilitating the development of a blueprint with input and approval of the member airlines.
- Managing the blueprint and ensuring that capabilities delivered are aligned.
- Managing internal and external suppliers to the programme.
- Managing communication with all stakeholders.
- Reporting progress at regular intervals including FEB's, SB and GB.

Required knowledge/experience

- Master degree or equivalent work experience in the field of Marketing, E-commerce or IT.
- Excellent written and spoken English.
- Broad knowledge Airline Product Distribution, E-Commerce, GDSs and PSSs.
- Experience and demonstrated success working in a multi-cultural environment.
- Excellent knowledge and successful track record of program management and risk management.
- Good knowledge of project management.

Competencies

Business Maturity and Team work:

- Strong focus on objectives and results.
- Diplomacy: ability to build and maintain long-term relationships.
- Organizational skills: ability to manage and coordinate program with manifold deadlines.
- Cultural sensitivity: ability to work in a multi-cultural environment and to build and maintain valuable (sustainable) relationships with other members of the programme management team, senior managers, project teams and third party service providers.
- Strong presentation skills.
- Hands on, self-supporting.
- Strong leadership and management skills, necessary seniority to take on the responsibilities required for the role.
- Understanding the wider objectives of the program.
- Credibility and influence to others.

Quality Decision Making:

- Attention to detail, in combination with.
- Conceptual, visual and verbal interpretation.
- Overall conclusion.

Affinity with SkyTeam values:

- Team work.
- Efficiency/Effectiveness.
- Respect.
- Objectivity and neutrality.
- Ability to travel (can be up to 40% of the time).

Main interfaces/key contacts

- MD SAAM.
- VP Marketing & Commercial Synergies, VP Information Technology.
- SkyTeam Commercial and IT colleagues.
- Airline representatives all levels.
- Third party service providers.

Responsibilities and tasks of the position are not limited to the above mentioned, and deviations can occur at any point in time as the position evolves and in concert with the Vice President – Marketing & Commercial Synergies.

How to apply?

To apply for this position, you can fill in [this form](#) on our website. In the field *Opmerkingen* please mention 'SkyTeam'.

Further information?

For more information about this position please contact Piet Hein de Sonnaville from Schaekel & Partners: pietheindesonnaville@schaekel.nl

Schaekel & Partners

Companies and organisations that seek to attract the best people, work with Schaekel & Partners. For it is our view that the best candidate for a position must be found; he or she does not simply turn up. Schaekel & Partners knows them, or knows where to find them. We offer companies an objective choice of candidates. We focus on management and executive positions in the field of Operations & ICT Management. That is our strength. This includes also the more complex and specialist roles in Operations & ICT Management. Fulfilling a position is situation-dependent and can take several forms: temporary or permanent, or for instance project-based. The situation determines the form.

Every year, Schaekel & Partners performs a thorough assessment of the job market for management positions, in collaboration with research partners TNO and Nyenrode Business University. Over the past 10 years we have developed a huge amount of knowledge regarding the job market. Our research results in numerous publications (including the Interim Index). We have named the overarching theme as 'the course of the career'. We are eager to give back the knowledge we have acquired, to commissioning clients but also to candidates who wonder whether the time is right for a next step.

Schaekel & Partners was founded in 1987 and is located in Utrecht.