IRU is the global industry association for road transport, driving the sustainable mobility of people and goods across the planet.

Our rapidly evolving and dynamic organisation in Geneva is looking for a

**Senior Program Manager**

**JOB SUMMARY**

Reporting to the TIR & Transit Solutions Director, the Senior Program Manager will be in charge of driving the program aiming to restore/grow/develop the usage of TIR and related transit solutions worldwide. The incumbent will be responsible for leading a team of Project Managers with a focus on customer engagement, building and assessing use cases to identify and create adequate transit solutions. The incumbent will oversee the project managers in terms of process and support them in identifying product evolutions required to achieve IRU objectives and provide the required visibility to IRU management.

**RESPONSIBILITIES**

- Manage and lead a team, managing performance, motivation and development with a focus on project management competencies
- Provide common structured approach for all project managers in use cases identification and validation of priorities with the assigned sponsor
- Supervise corridor project managers in implementing the selected priorities by ensuring:
  - Proper organisation and planning
  - Definition of progress metrics and measure of success
  - Proper involvement of the required stakeholders
  - Continuous delivery of outcomes and progress reporting
  - Capture of the customer feedback on the field, with focus on customer needs and pains
- Provide support to the project manager to leverage the learnings from the field to identify:
  - Product improvement required
  - Potential new opportunities
- Collaborate with the Product manager to ensure alignment between the product strategy and the implementation programs
- Foster a culture of continuous improvement
- Support the project manager in project related decisions & participate to the project meetings and steering committees

**QUALIFICATIONS & EXPERIENCE**

- Master degree in Business, Engineering or related fields
- Minimum 10 year’s project & program management experience;
- Experience in leading teams of project managers
- Project management experience in different organizations within an international scope
- Experience with Scrum; understanding of Kanban, Lean Software Development
- Knowledge of Customer Development, Business Model Canvas and Lean Startup principles is a plus
- Sector experience (customs transit and/or logistics) is a strong asset
- Fluent in English
- Willingness to travel (10%-20% on average)
- Swiss or C/B/G permit or EU citizenship
COMPETENCIES, SKILLS & BEHAVIOURS

- Mobilise & successfully lead and develop a team
- Influence & inspire internal & external stakeholders
- Drive for results
- Emotional intelligence: self-awareness, empathy, managing self and other emotion
- Leading by example: be a trusted leader by showing accountability & empowering others
- Industry expertise and customer knowledge
- Understand the sense of urgency & drive change
- Commitment to IRU
- Cross-functional collaboration to be successful in a matrix organisation

If you are interested in this exciting opportunity, please send your motivation letter in English to hr@iru.org, indicating your interest and why you believe you are the right fit for the position. Your most recent CV would also be very much appreciated.