



VACANCY

Delivery Manager

Requirements

- About five years' experience
- In IT Project Management or Delivery Management
- Within complex SaaS environments
- Fluent in English
- Stakeholder management

Bussum **Minimum of 5 years experience**



Stranded Flight Solutions' start-to-end global recovery platform improves airline passengers' experience. The fast-growing Dutch company also helps scale implementation processes and growth phases. The Delivery Manager will lead implementation of the platform for seamless on-site integration with local systems used by airlines, airports, and SFS partners.





ABOUT THE COMPANY

Stranded Flight Solutions

During flight delays or cancellations, airline passengers may experience uncertainty, longer waiting times, and a lack of clear information. Stranded Flight Solutions (SFS) solves all these challenges and empowers travelers with its SFS360 platform. It manages hotel bookings, transportation arrangements, meal vouchers, and monetary compensation, to reschedule flights and provide new boarding passes. And the SFS360 platform efficiently provides convenient support directly to stranded passengers by text messages, emails, or phone calls.

SFS plays a pivotal role in enhancing airline passenger loyalty and their travel experience during interrupted flight situations. Their seamless technology enables airlines to achieve considerable cost savings, foster stronger customer loyalty, and create new revenue opportunities during these disruptions. Airlines connected with SFS meet local government regulations while protecting their reputation during challenging operational periods.

Since partnering with Amadeus in 2018, SFS has established itself as a reliable partner for more than thirty airlines, including global carriers. Today, the company is nearing completion of key contracts with additional major airlines, and is searching for a new Delivery Manager. This role is essential for scaling up SFS's implementation process and guiding the company through its next growth phase, which will further solidify its role in revolutionizing the passenger experience during flight and travel disruptions.



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Delivery Manager

The Delivery Manager will lead implementations of the SFS360 platform and ensure seamless on-site integrations with various local systems used by airlines, airports and SFS partners. They will ensure the platform is connected and ready to use for all their partners. This means stranded passengers will receive immediate notifications and all necessary information, based on their traveler status – whether in business, priority, or economy class.

Their platform saves airlines money, and improves customer satisfaction. And the Delivery Manager will drive the platform's deployment, to ensure it functions properly, and establish compatibility with all connected services, such as call centers and other amenities.

As situations may differ from airline to airline, and airport to airport, challenges may occur based on their unique preferences and requirements. To maintain a standardized SaaS platform, it is essential to manage customer expectations while making limited adjustments and diplomatically pushing back on certain requests, when necessary.

The Delivery Manager will collaborate with the SFS leadership team, in particular the Chief Technology Officer (CTO), and indirectly with the development team based in Vietnam. With a scale-up plan on the horizon, the Delivery Manager



could play a pivotal, and potentially a leadership, position in the expansion strategy phase.

This role must think commercially, and consider the sustainability of the client's requests towards the future. Additionally, security is a crucial aspect to ensure the safety of travelers' data. Assisting airlines and partners with security and compliance questionnaires and audits is necessary, as well as the ability to reassure clients.

This exciting role is ideal for someone with five years' experience in managing software (SaaS) implementations, either as a project manager or implementation manager. They should have an IT background, a keen awareness of political and organizational dynamics, and preferably be proficient in Dutch, and fluent in English. Additionally, the Delivery Manager will work on global projects, which will require frequent travel.

This role is an exciting opportunity for a delivery or project management professional to provide a smoother traveler experience during stressful, missed or delayed flights. The Delivery Manager will be in the driver's seat to help scale up a company that is getting ready for a full global lift-off. ■

Interested? Stranded Flight Solutions is working with Top of Minds to fill this vacancy. To express your interest, please contact Hayke Tjemmes at hayke.tjemmes@topofminds.com.

