

Vacancy at KLM

Program Director Operational Office Hub



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Requirements

- Over 8 years of experience
- Technical background in real estate, civil engineering, or building services
- Experience in real estate sustainability initiatives
- Proven ability managing and advising stakeholders, including commercial and government partners
- Strong project management skills
- Change manager

📍 **Schiphol**

KLM is on the verge of a complete overhaul of its real estate portfolio, starting with the company's office at Schiphol. Through this major redevelopment project, the Program Director Operational Office Hub will serve as a catalyst for KLM's future real estate strategy and portfolio.

About KLM

As one of the Netherlands' oldest and largest companies, KLM hardly needs an introduction. Since its founding in 1919, the airline has undergone several major transitions, including the merger with Air France in 2004. Throughout its history, KLM has consistently been a leading player in aviation, upholding its core values and reputation. Over the past decade, the airline has added clear sustainability objectives, positioning itself as a frontrunner in shaping a more sustainable future for aviation.

KLM's relationship with Schiphol is equally long-standing and close. The airline's main offices and operational departments are located on Schiphol. A significant portion of the airport's flights is operated by KLM or its partners, making Schiphol both the airline's home base and a key strategic partner. Employee journeys and supply chain processes are key differentiators in delivering optimal passenger experiences and operational excellence. The reconstruction and new build of the Operational Office Hub needs to integrate seamlessly with significant developments across the site, creating opportunities to redefine how KLM operates.





Program Director Operational Office Hub

The strategically located Schiphol-Centrum office is poised for a major transformation over the coming years. Approved to double in size, the building will become a showcase for the office of the future. The redevelopment will also define a blueprint for KLM's entire real estate portfolio, providing a tangible demonstration of the airline's ambition to operate more efficiently and sustainably. Designed to unite employees – from baggage handlers to C-level executives – the space will foster a sense of belonging and reflect KLM as a modern, inclusive employer. The Program Director Operational Office Hub will spearhead the delivery of this ambitious project.

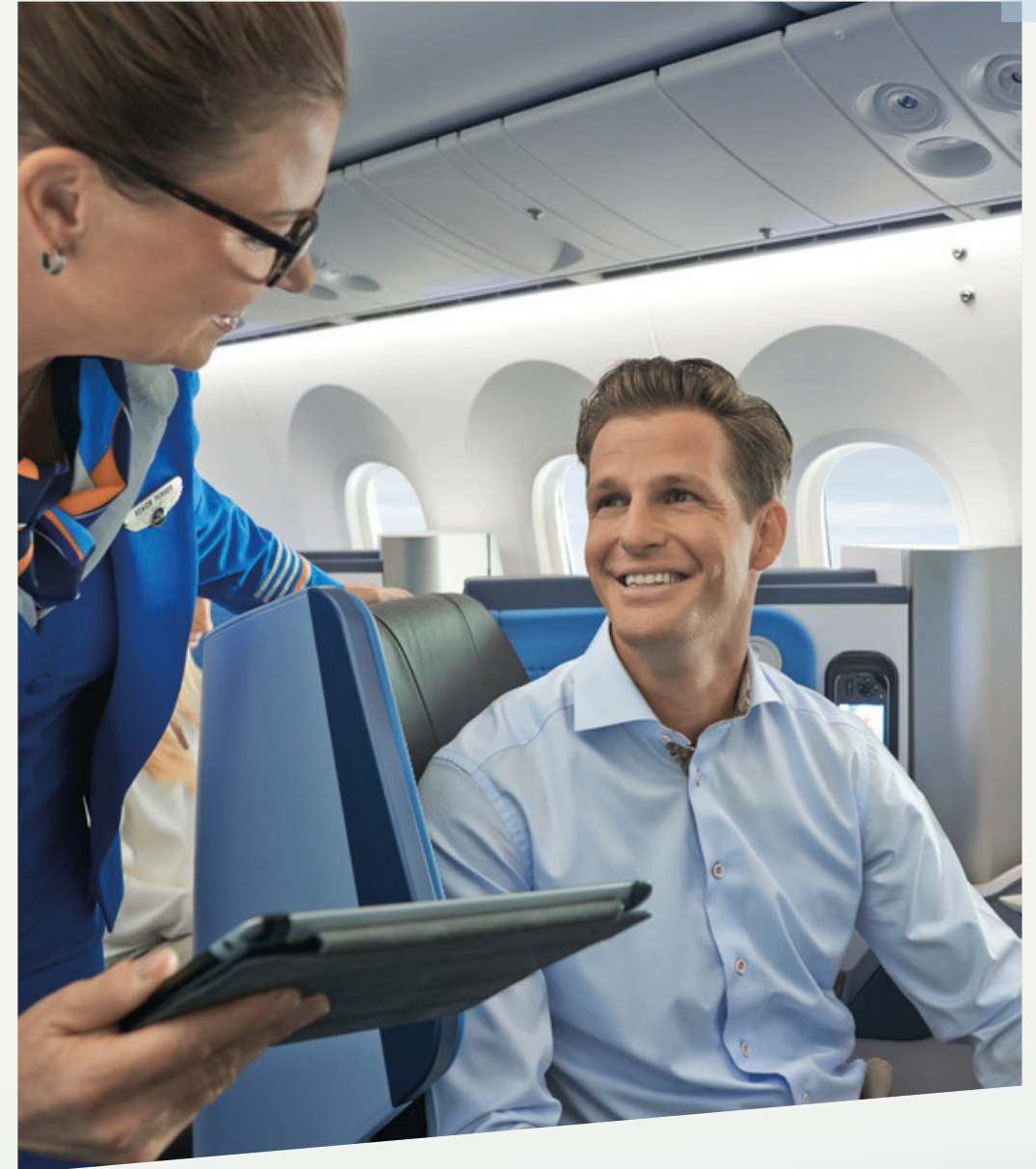
Serving as the central point of contact, the Program Director oversees the project from initial concept to completion. In this role, they translate business needs into concrete specifications, apply expertise in real estate and building systems, and conduct cost and revenue analyses. To bring plans to life, the Program Director assembles and leads a team of professionals – internal and external specialists, including consultants and suppliers – ensuring the program is delivered to the highest standards of execution and quality standards. Throughout the program, they work closely with the entire Real Estate & Facility Management team, operational divisions, finance teams, and subject matter experts in areas such as safety, sustainability, and area development. Data-driven insights are used to build strong business cases, and standardized methods are applied to guarantee consistency, efficiency, and quality. Senior management is engaged through creative, solution-oriented approaches throughout the program.

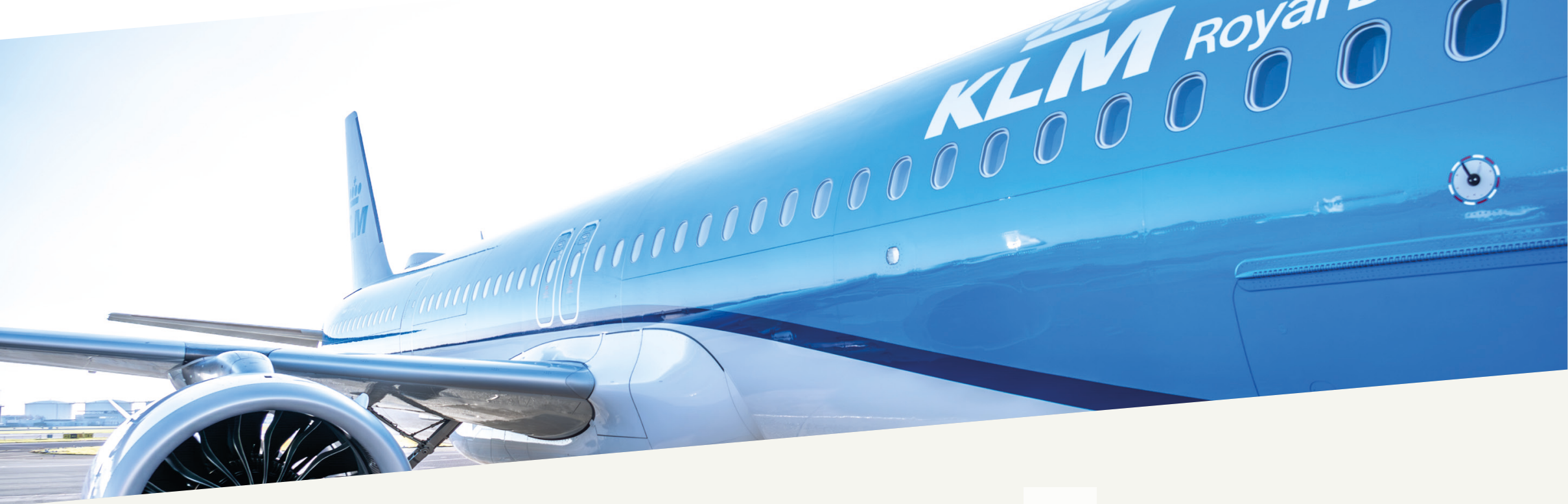
Reporting directly to Sylca Vellinga, Vice President Real Estate & Integrated Facility Management, the Program Director keeps the project aligned with KLM's broader strategic objectives. Regular updates are provided to the Executive Board, program sponsor, and delegated client, and issues are escalated promptly to maintain clear, structured communication with all stakeholders.

“*The outcome of your work goes beyond a simple office – you set the highest standards in technology, innovation, and sustainability, serving as a blueprint for the future of all KLM offices. Upon successful completion, you will most likely also take on the redevelopment of our headquarters.*”

▪ **Sylca Vellinga, Vice President Real Estate & Integrated Facility Management**

This project combines complex financial, business, and construction challenges with the unique opportunity to shape the workplace of the future for one of the Netherlands' largest companies. Coupled with the multi-faceted stakeholder landscape – including Royal Schiphol Group, local municipalities, and other authorities – this makes the role truly unique.





Interested?

KLM is working with Top of Minds to fill this vacancy.
To express your interest, please contact Catherine Visch at
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vivian.linker@topofminds.com.



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