

Vacancy at KLM

Director New Cargo Terminal




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Requirements

- Over 12 years of experience
- Proven ability to manage technically complex, multi-track programs with interdependent workstreams
- Extensive experience in large-scale logistics, terminal or distribution center development (or similar)
- Proven ability to manage complex stakeholder environments, including governmental authorities, commercial partners, and infrastructure developers
- Experience in leading operational transformations and implementing change initiatives
- Deep understanding of process design and digital systems
- Strategic thinker with hands-on execution capabilities

 **Schiphol**



With Schiphol no longer able to expand its footprint, bold solutions are required to optimize the use of existing space, prompting a historic transformation of KLM's cargo operations. The new terminal will consolidate over hundred thousand square meters of air freight into a single operational hub, providing a landmark opportunity for the Director New Cargo Terminal to redefine air cargo logistics in the Netherlands.

About KLM

As the Netherlands' oldest and largest airline, KLM has been shaping global aviation since 1919. The airline combines operational excellence with strategic innovation and ambitious sustainability goals, aiming to lead the transition to greener aviation. In the Netherlands, more than 31,000 employees are proud to be part of the distinctive KLM family.

Today, KLM is not only a leader in passenger transport but also a pioneer in efficient and sustainable cargo operations. Its airfreight network is essential to the country's supply chains, ensuring the smooth flow of pharmaceuticals, perishables, e-commerce, and other critical goods. By connecting businesses and communities, KLM Cargo plays a vital role in keeping the country and the wider world moving. The relocation is finally underway, marking a huge milestone for KLM and the future of air cargo.





Director New Cargo Terminal

The new Cargo Terminal is a project of strategic and historic importance, set to reshape air freight operations for decades. All warehouses currently in the central area of Schiphol will be relocated to the other side of the runways. Under the leadership of the Director New Cargo Terminal, these facilities – covering over one hundred thousand square meters – will be consolidated into a single, fully modern, digital, and sustainable logistics hub, a project of unprecedented scale.

This groundbreaking project is structured into three sequential tracks: the building & site track, which shapes the physical infrastructure; the logistics track, defining processes and systems; and the digitalization track, enabling end-to-end automated operations. The Director will oversee all three tracks from start to finish. To indicate scale: the total project budget exceeds half a billion euros, with the Director responsible for roughly 150 to 200 million.

Leading a multidisciplinary team of approximately 35 professionals, the Director will coordinate internal experts and external partners to deliver on project objectives, timelines, budgets, and the highest quality standards. This ensures a seamless transition to operational implementation, with the terminal functioning flawlessly from day one.

Challenging stakeholder environment

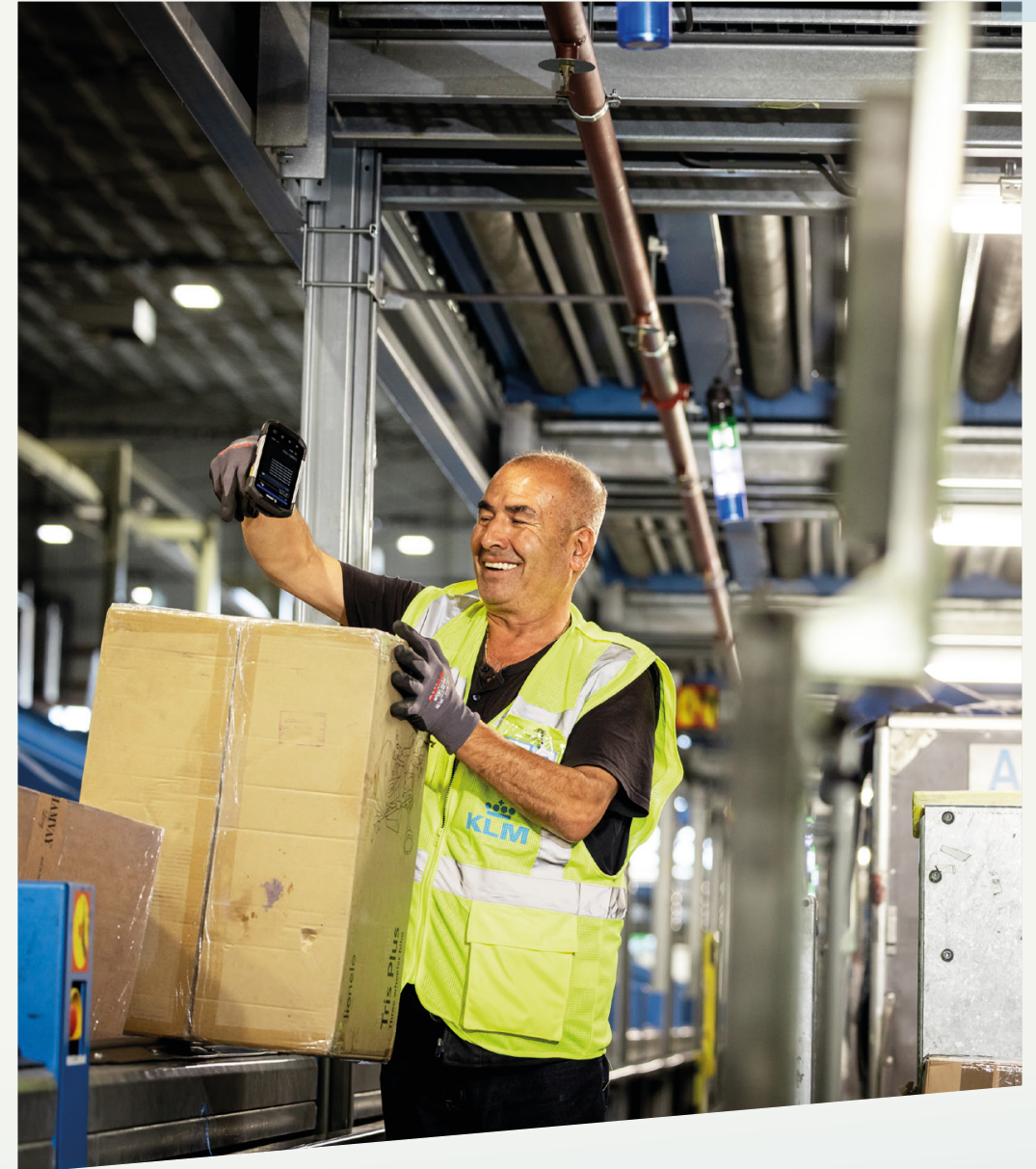
Daily responsibilities include navigating strategic decisions, resolving complex operational challenges, and overseeing financial control, contract management, and investment proposals. Strong stakeholder management skills – political sensitivity, diplomacy, and high-level negotiation – are crucial to maintain productive collaboration with Schiphol, local authorities, and suppliers.

The role reports directly to Luuk Heling, Vice President of Business & Process Improvement, and has a dotted line to Sylca Vellinga, Vice President of Real Estate and Integrated Facility Management. As a member of the BPI Leadership Team, the Director works closely with the New Cargo Terminal project team, experts in real estate and facility contracting, and colleagues across BPI.

“By holding ultimate responsibility for directing and delivering the new cargo terminal, you elevate operations to the highest standard. This project represents a transformative milestone in the airline’s history, offering the opportunity to make a lasting impact on the country’s logistics landscape.”

▪ **Luuk Heling, Vice President Business & Process Improvement**

Guiding the new terminal from design through operational launch, this strategically critical role demands decisive leadership to lead a transformation that will shape the Netherlands’ air cargo logistics for generations.





CARGO



KLM



Interested?

KLM is working with Top of Minds to fill this vacancy.
To express your interest, please contact Vivian Linker at
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