

# Service Manager

## A mission that matters

To achieve its climate goals, the Netherlands is committed to achieving carbon-free electricity. Nuclear Energy Organisation Netherlands (NEO NL) contributes to this by building and operating two new nuclear power plants, on behalf of the government. It is one of the most ambitious energy projects the Netherlands has ever seen. At NEO NL, your work will directly contribute to this national ambition and make an impact that lasts for decades. To make this assignment a success, we need extraordinary people. People like you.

For the start-up phase of NEO NL, we are looking for a **Service Manager**.

## Your assignment

As a Service Manager at NEO NL, you are at the heart of our IT service organization. In an organization that is rapidly evolving, you ensure that our IT services are not only reliable and controlled but also future-proof. You are the vital link between the business, internal IT functions, and our external suppliers. Your goal? To build an IT landscape that meets the rigorous demands of a national nuclear program.

Your responsibilities include:

- Directing end-to-end IT service delivery and ensuring cohesion between various service providers.
- Safeguarding the continuity, quality, and performance of all IT services.
- Professionalizing and implementing our service management processes based on the USM method.
- Organizing and leading periodic service reviews with internal stakeholders and external partners.

## Your background and experience

You are an experienced professional with a strong personality who thrives in a dynamic 'greenfield' environment. You have a clear vision of service management and know how to translate it into results.

We are looking for:

- A Bachelor/Master level of professional expertise with at least 5 to 7 years of experience as a Service Manager.
- Extensive knowledge of USM processes and service governance.
- Experience in complex environments where change is constant, such as during major transitions or within the public sector.
- Familiarity with information security standards (e.g., ISO 27001/27002), which is crucial for our vital infrastructure.
- An affinity with – or experience in – the nuclear sector or other highly regulated, high-reliability environments.

## Competencies

To be successful in this role, we recognize the following traits in you:

- **Connecting ability:** You move easily between technical specialists, end-users, and board members.
- **Direction and ownership:** You take natural ownership, maintain oversight, and focus on the desired outcome.
- **Analytical skills:** You quickly understand complex dependencies and translate service issues into practical solutions.
- **Quality-oriented:** You work meticulously and value predictability and reliable IT services.
- **Inquisitive attitude:** In line with our nuclear safety culture, you are alert to risks and dare to question deviations.
- **Communication skills:** You are politically sensitive and can communicate clearly within a complex governmental landscape.

## What we offer

- **A strong and committed team** – Become part of a diverse and ambitious team of 100 professionals who share a common goal and mission.

- **A culture of trust and ownership** – We believe in responsibility, collaboration, open communication, and a safe working environment.
- **Dynamic environment** – Experience the energy of building a new organisation step by step, and two nuclear power plants that will help the Netherlands for many decades from now.

#### **About the organisation**

NEO NL is a state-owned company. Our mission is clear: deliver long-lasting nuclear energy solutions that support the Dutch ambition of climate neutrality. With unmatched standards of quality and safety, and driven by deep expertise and responsibility, we are creating a resilient energy system while advancing nuclear knowledge for generations to come. At NEO NL, you won't just have a job, you will have a once in a lifetime opportunity to ensure the Netherlands becomes less dependent of fossils fuel, and to have clean and reliable energy for generations to come. You will be part of an ambitious, supportive, and international team, working at the forefront of policy, technology, and society.

This is your chance to make history. Join us and be part of something that lasts.

**Want to know more?** Please contact our Talent Acquisition Manager, Jacob Faber, at [j.faber@minezk.nl](mailto:j.faber@minezk.nl) For more information, visit: [www.neonl.com](http://www.neonl.com)

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