



Energy Pool is the European leader in Demand Response (DR): at the interface between grid operators and electricity consumers, DR is a central component of smart grids. Energy Pool operates electricity modulation by aggregating Industrial & Commercial consumers to enhance their ability to adjust their consumption and monetise this flexibility (grid stability, power markets, ancillary services, utilities portfolio...). Energy Pool manages over 2,500 MW of capacity across 3 continents.

Energy Pool is entering the Polish market with a strong local partner: the Joint-Venture (JV) being created is opening a position for Operations Centre Manager for a start as soon as possible (DR operations planned to start in June 2017).

The Operations Centre Manager (NOC Manager) will be responsible for managing the Operations Center of the JV company in Warsaw, Poland. The NOC Manager will be responsible for organizing the Operations Center, managing the operators and delivering safe and reliable operations. The NOC manager will also be in charge of applying and adapting Energy Pool's standards to Poland.

Missions :

- Operations Center team management
 - ✓ Organize and supervise the operation center team to deliver safe and reliable service to customers
 - ✓ Manage a team: organize and assign tasks, projects, define priorities, implement training sessions
- Network Operating Center operations
 - ✓ Organize NOC Operations and achieve required performance level for sites integration, availability declarations, system maintenance, end-users' readiness, DR events process and performance, risk management, data analysis, and customer service
 - ✓ Coordinate with operations team in France to adapt standards, implement operational procedures and system changes
 - ✓ Contribute to best practices sharing between France and Poland
 - ✓ Provide reports on operational activity to clients, management
- End-users portfolio management
 - ✓ Coordinate day-to-day operational communication with end-users and electricity companies,
 - ✓ Develop customer intimacy: follow-up of end-users' activity, regular communications
 - ✓ Manage operational procedures and corresponding declarations
 - ✓ Implement forecast and alerting procedures for anticipating DR activations
- General
 - ✓ Control and ensure integrity of financial data pertaining to operations
 - ✓ Support the invoicing process
 - ✓ Implement best practices and file appropriate documentation
 - ✓ Contribute to IT developments specifications

Training and knowledge requirements :

- Education: University degree in engineering in a field related to energy / electricity and/or industry.
- Fluent in Polish and English (or French).
- A good knowledge of electricity transmission and distribution activities is welcome.

Experience :

- 5 years+ experience in operations management, ideally in delivery of complex services.
- Experience in multicultural environment and team management is welcome.
- Experience with electricity grid management is welcome.

Skills :

- Team management skills
- Excellent communication and presentation skills in Polish and English (or French)
- Excellent analytical skills / rigorous
- Autonomous, curious, self-driven, think out of the box
- Adaptable in a complex and constantly evolving environment
- Interpersonal skills to spread knowledge throughout the organization
- Comfortable whilst facing clients
- IT skills are welcome

Attitude :

- Rigorous, organized, adaptable in stimulating multicultural environment
- Pro-active and open-minded, team player
- Willingness to promote and facilitate communication between Polish and global teams, especially in France



Contact :

To join us, please send us your application with the job reference and write to :
recrutement@energy-pool.eu