



European Space Agency Traineeship Scheme

Call Rules 2021 - Call 2





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1. Introduction

- 1.1. In a knowledge-based economy, it is imperative to have a strong base of scientific research that ultimately leads to intellectual and economic growth for society.
- 1.2. Through an agreement between the European Space Agency (ESA) and the Malta Council for Science and Technology (MCST), three Training Opportunities are being offered to Maltese citizens in space-related research areas, specifically mentioned hereunder:
 - Cyber Security [Ref. M-2020-HIF-HIS]
 - Advanced Mission Concepts Systems Engineering Moon [Ref. M-2020-HRE-E]
 - Advanced Management Procedures & Processes [Ref. M-2020-HRE-B]

The abovementioned research areas have been made available based on vacant trainee opportunities within ESA departments. Specific details on each of these opportunities, including eligibility criteria, are available within the annex of this document.

2. Nominations & Financing

- 2.1. The key objective of this scheme is to identify Maltese individuals who would like to specialise in space-related research to one of the above specified research fields. The ESA Traineeship Board will shortlist eligible candidates based on merit for final selection of two candidates by ESA itself. For the nominees selected by ESA, MCST shall finance the following elements:
 - 2.1.1. The travel costs to the country where the research is taking place and back to Malta. MCST shall pay for one trip to the research centre and one trip back to Malta at the end of the course. MCST is not liable to pay for any travelling in between these two journeys.
 - 2.1.2. A subsistence amount of €2,160/month (two thousand and one hundred and sixty Euros per month) for twelve months to the selected candidate.





- 2.2. Through the shortlisting process, preference will be given to applicants who have not benefited from prior ESA-related scholarships and traineeships offered by Maltese entities.
- 2.3. Furthermore, an emphasis will also be placed on the potential for the selected applicant to exploit any of the research/training undertaken during the Traineeship upon his/her return to Malta.

3. Explanatory Notes and Definitions

- 3.1. The Agreement shall mean a legally binding document to be signed by the Traineeship Awardee as a beneficiary of the Traineeship and the Malta Council for Science and Technology. The Agreement shall include these Regulations. The Agreement shall be signed no later than one month before the commencement of research or the publication of ranking, whichever comes last.
- 3.2. The **Applicant** shall mean a person who submits a Traineeship application.
- 3.3. The Malta Council for Science and Technology (MCST), for and on behalf of the Foundation for Science and Technology, is the entity which administers the 'ESA Traineeship Scheme', and which has an agreement with ESA on this regard. It is through the said Agreement that the Maltese Applicant may be nominated for research. MCST is also entrusted with the ranking of Applicants as part of the ESA Traineeships Board, for awarding of Traineeships and overseeing the scheme.
- 3.4. **MQF (Malta Qualification Framework)** shall act as a translation device to make national qualifications more readable across Europe, promoting workers' and learners' mobility between countries and facilitating their lifelong learning.
- 3.5. **Traineeship** shall mean an award of financial aid for an Applicant to further education or research in a particular field of science. At the end of Traineeship, the Traineeship





Awardee is to have proof that he/she has successfully completed the programme of research for which the Applicant has applied for.

3.6. **Traineeship Awardee** shall mean the Applicant who is granted the Traineeship.

4. Eligibility

- 4.1. In order to apply for an ESA Traineeship, an Applicant must apply in his/her own capacity by close of business by Friday, 30th April 2021.
- 4.2. By the closing time and date of this call for applicants, applicants must be:
 - 4.2.1. a Maltese citizen who has been residing in Malta for the past five (5) years. Provided that for the purposes of calculating this 5-year requirement, consideration shall not be given to such period of time during which such Maltese citizen has been residing outside Malta for study, health or work purposes or any other purpose which the MCST may consider, or
 - 4.2.2. a Maltese citizen who is a worker or self-employed in Malta, or
 - 4.2.3. a national of an EU/EEA state or a family member of such EU/EEA national (as defined in LN 191 of 2007 and in LN 205 of 2004 respectively for EU and EEA nationals), provided that such person has obtained permanent residence in Malta in accordance with LN 191 of 2007 and in LN 205 of 2004 respectively for EU and EEA nationals, or
 - 4.2.4. a national of an EU/EEA state who is in Malta exercising his/her Treaty rights as a worker, self-employed person or person retaining such status in accordance with LN 191 of 2007, or
 - 4.2.5. a third-country national who has been granted long-term residence status under LN 278 of 2006.
- 4.3. Applicants shall be in possession of the required educational qualifications as specified in the specific training opportunity text presented in the annex of this document.





- 4.4. It is the responsibility of Applicants, in possession of qualifications awarded by foreign Universities/Higher Education Institutions, to produce an evaluation report on the comparability of qualifications issued by the Malta Qualifications Recognition Information Centre (MQRIC) within the Ministry of Education and Employment (as per Mutual Recognition Of Qualifications Act - Act XVIII of 2002). A copy of the said report issued by the MQRIC, or the designated authority in case of warrants, shall be attached to the application, with the original presented at the interview. However, Applicants whose qualifications are obtained from a foreign University or Higher Education Institution listed on the website of **MQRIC** Institutions(https://ncfhe.gov.mt/en/register/Pages/register.aspx), are not required to produce the evaluation report on comparability of qualifications as long as the course is listed as one of the regular courses of the University.
- 4.5. Applicants submitted by employees of the Public Service/ Public Sector require the endorsement of the Permanent Secretary of the Ministry concerned through the Head of the relative Department subject to a written confirmation whether leave of absence for the duration of the Traineeship has been granted. If leave of absence with full pay is granted, MCST may review the amount of subsistence cost allocated after consultation with the proper Government authorities.
- 4.6. Applicants in possession of other national/ESF (or a combination of both) public grants or national/ESF/Commonwealth (or a combination) scholarships shall be eligible for the ESA Traineeship Scheme, provided that the Regulations governing the other scheme allow the temporary suspension of the scholarship vis-à-vis the deadlines concerning the duration of the course and/or the University where the applicant is undergoing studies allows such a temporary suspension of studies. In the event that an Applicant is granted an ESA Traineeship and the Malta Council for Science and Technology becomes aware, after the grant of such a Traineeship, that the Traineeship Awardee had, at any point in time, whether prior to the award of the ESA Traineeship, or after such award, accepted any such national/ESF public grant or national/ESF/Commonwealth scholarship without a formal written approval, the Traineeship Awardee shall be liable to refund the Amount/s up to then granted to him/her in full, and this without prejudice to any other legal action which may be taken with this regard.





4.7. If selected, the Applicant is expected to commence the traineeship between Quarter 2 and 3 of 2021, or as otherwise directed by the European Space Agency. The start date will be agreed following selection of the awardees.

5. Types of Traineeships

5.1. The Malta Council for Science and Technology shall forward to the European Space Agency, a ranked list of candidates who wish to specialise in space-related fields of research. The European Space Agency will then select the candidates who will be granted the Traineeship as indicated in Clause 1.2.

6. Administration of the ESA Traineeship Scheme

- 6.1. The ESA Traineeships Scheme is administered by the Malta Council for Science and Technology (MCST).
- 6.2. The ESA Traineeships Board, set up by MCST, shall operate the process of nomination. The ESA Traineeships Board shall be responsible for all matters concerning the selection and determination of appropriate nomination/s according to the rules.

7. Application Forms

- 7.1. Applicants are invited to apply using the appropriate application forms template available at the Malta Council for Science and Technology website.
- 7.2. The form must be completed **in full, signed and submitted** to MCST together with the following documents:
 - 7.2.1. Applicant's University/College transcripts (detailed);





- 7.2.2.MQRIC evaluation reports (where applicable);
- 7.2.3. Copy of the Identity Card (both sides); and
- 7.2.4. Curriculum Vitae.
- 7.2.5. Two (2) Reference Letters as per Clause 7.4.
- 7.3. Applications for Traineeships, together with any other associated documentation referred to in section 7.2 are to be scanned and sent to space.mcst@gov.mt. Alternatively, they may be sent by post to:

Mr Isaac Massa
Executive (R&I Programmes)
Malta Council for Science and Technology
Villa Bighi
Marina Road
Kalkara, KKR1320, Malta

- 7.4. Two (2) Reference Letters from academic / professional referees are to be sent by the Applicants to their respective referees of their choice. Completed forms (and any other reference letters the applicants may wish to submit), are to be scanned and sent to space.mcst@gov.mt by Friday, 30th April 2021, close of business. Alternatively completed forms may be delivered by post in a sealed envelope to the abovementioned address in Clause 7.3.
- 7.5. Late and incomplete applications shall not be considered by MCST.
- 7.6. In case of applications submitted by post, all Applicants are to request an acknowledgement for receipt of application from the receiving office if the form is submitted by hand. Alternatively, applications may be sent by registered post. The Applicant must ensure that the application is received by the respective deadline. MCST does not assume any responsibility for applications not received in time.
- 7.7. The application deadline is **Friday**, **30**th **April 2021**, **close of business**.





8. Confidentiality of Submissions

- 8.1. Unless otherwise stated, all application submissions shall be treated in strict confidence. All applications will be passed-on in their entirety to the ESA Traineeship Board.
- 8.2. The data collected by MCST via the application is in line with:
 - 8.2.1. The ESA Traineeship Scheme Call Rules 2021;
 - 8.2.2. Data Protection Act, Chapter 586 of the Laws of Malta and Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (General Data Protection Regulation).
 - 8.2.3. The legitimate basis to process personal data submitted by the data subject by virtue of his/her written application for this traineeship is Regulation 6 (1)(b) of the General Data Protection Regulation ("GDPR"), as 'processing is necessary in order to take steps at the request of the data subject prior to entering into a contract'.

9. Selection Process

- 9.1. The role of the ESA Traineeships Board is to evaluate and nominate candidates to ESA.
- 9.2. Eligible Applicants shall be called for an interview on a pre-agreed date and time. No alternative arrangements shall be made to change the date and time of the interview unless there is an exceptional circumstance (supported by written proof) that warrants the change in such date and time. The aforementioned exceptional circumstance shall be examined, and such alternative date and time may be communicated by the Board, at its discretion.
- 9.3. In the case of Applicants unable to attend for the interview due to being abroad, such interview may take place via videoconference. It is the Applicant who has to ensure to be at a place where such facilities are available and that the video and audio link on





his/her end, is adequate to ensure a proper interview throughout. The ESA Traineeships Board does not assume any responsibility if the interview fails to materialize properly due to any technical reason. An alternative date for interview may be given by the ESA Traineeships Board depending on the circumstances which lead to the failure of such an interview.¹

10. General Conditions of Award

- 10.1. Applicants will be notified of their ranking by MCST.
- 10.2. If the nominated Applicants are accepted by the European Space Agency to follow the research, the Awardees shall have to sign an Agreement which stipulates the terms and conditions of such award. The ESA Traineeships Board reserves the right to review the provisional nomination if any information reveals that the Applicant is ineligible for the Traineeship.
- 10.3. Applicants shall be expected to take up the award from the date stated in the Agreement and confirmed by the European Space Agency.
- 10.4. Should any conflict arise between the interpretation of clauses in these Regulations and the Agreement, the Regulations shall prevail.
- 10.5. If for any reason, the Applicant cannot start his/her research on the date indicated by the European Space Agency, the ESA Traineeships Board reserves the right, on notification of such intention, to nominate the next person on the ranking list.
- 10.6. The Malta Council for Science and Technology reserves the right to publish the names of successful Applicants. These names may be published on the website and/or publications of the Malta Council for Science and Technology and/or any other

¹ A video conference interview may prevail the need for a physical interview in case of a pandemic, in order to adhere to the sanitary requirements stipulated by the health authorities in the intervening time.

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Government entity. In applying for an award, the Applicant gives consent for such publication in the event that her or his application is successful.

- 10.7. Awards are to fund the research stipulated within the Agreement and funding will not be extended to enable the Awardee to complete an additional research and/or qualification other than that for which the selection was made.
- 10.8. Any intellectual property including patents directly arising from or derived from the research funded by the Traineeship and carried out by the Awardee shall be covered by an Intellectual Property Rights (IPR) agreement that acknowledges that the research work carried out is partially funded by the ESA Traineeships Scheme.
- 10.9. The ESA Traineeships Scheme may seek to obtain any rights in intellectual property owned by the Awardee.
- 10.10. On award of a Traineeship, the ESA Traineeships Board and/or the Malta Council for Science and Technology shall make any information submitted by the Applicant available to public authorities for accountability purposes.
- 10.11. Traineeship Awardees are expected to take on full-time responsibilities with ESA. Those Awardees who intend to commit to or continue paid employment during the duration of their Traineeship shall need to seek approval from the Malta Council for Science and Technology and the European Space Agency, prior to the commencement of their Traineeship. Approval must also be sought should the Awardees decide to commence employment throughout the Agreement period. In cases where the Awardee is seeking to receive or receives a salary over and above the subsistence offered through this Traineeship, the Malta Council for Science and Technology reserves the right to change the subsistence rate specified in Section 2.1(b). Unapproved employment shall be deemed to be a breach of these Regulations and the Agreement signed between the Traineeship Awardee and the Malta Council for Science and Technology and shall lead to the termination of the Traineeship and the obligation on part of the Traineeship Awardee to reimburse all the amounts awarded until such time.





- 10.12. Traineeship Awardees shall be requested to write a report at the end of the first 6-months of the Agreement period (mid-term report) and another report upon completion of the Traineeship describing the research/training undertaken with ESA. A template and guidelines for both these reports will be provided by the Malta Council for Science and Technology, and only reports that conform to the criteria and specifications provided by MCST will be accepted for review. The Malta Council for Science and Technology retains the right to consider termination of the Traineeship should the Awardee fail to provide a mid-term report or should the content of the report not follow the templates and guidelines provided. The Malta Council for Science and Technology also retains the right to publish any information within these reports on the organisation's website and any other relevant medium.
- 10.13. The Malta Council for Science and Technology encourages Traineeship Awardees to publish any of the research findings that emerge during the Traineeship on peer-reviewed journals or to present these findings in relevant conferences and events. Copies of all publications resulting from the Traineeship shall be sent to the Malta Council for Science and Technology, within 30 days of being made public. The Malta Council for Science and Technology should also be notified within 30 days following the submission of a patent application by the Awardee that is connected with the research/training undertaken during the Traineeship.
- 10.14. Following consultation with the European Space Agency, the Malta Council for Science & Technology may publish any publications sent by the Awardee in Malta and these may become freely and electronically available on open access publication. Furthermore, on signing a Traineeship Agreement, the Awardee commits himself/herself to participate in one or two public dissemination events in which the research undertaken at ESA is described and the support offered through the ESA Traineeship Scheme is acknowledged.
- 10.15. The date for the duration of the Traineeship cannot be extended beyond 12 months.





11. Termination prior to completion of programme

- 11.1. Traineeship Awardees who for any reason discontinue their placements shall inform the Malta Council for Science and Technology in writing with immediate effect.
- 11.2. The Malta Council for Science and Technology shall on thirty (30) days written notice terminate the award if the Traineeship Awardee's:
 - 11.2.1. progress is deemed unsatisfactory by ESA or the research institute; and/or
 - 11.2.2. discontinues the placement without justifiable cause; and/or
 - 11.2.3. is in breach of any provision of these Regulations and does not remedy the breach within thirty (30) days of receipt of written notice requiring him/her to do so.
- 11.3. Traineeship Awardees who have their award terminated under conditions stipulated in Clause 11.2 (first two [2] bullets only) during the first three calendar months of his/her placement, shall be exempted from refunding any amounts paid by the Government of Malta as per Clause 2.1(b). The first three (3) month period shall be considered as a probation period. Following this probation period, the Awardee shall be required to refund the entire award, if the Awardee is found in breach of Clause 11.2. The refund shall be done within three (3) months of terminating the research period.
- 11.4. Scholarship Awardees who cannot pursue further their placement due to unforeseen health situations or exceptional circumstances as approved by the Malta Council for Science and Technology shall not be deemed to be in breach of these regulations. In such situations, the Traineeship Awardee must provide justifiable explanation as to why the placement was not completed. For termination, documented evidence, medical certificates, and testimonials must accompany each claim. The Malta Council for Science and Technology is in no way bound to waiver all claims put forward. The Malta Council for Science and Technology reserves the right to appoint its own expert, be it medical or otherwise to advise and assess the case of the claimant.



12. Interpretation of the Rules

12.1. This document endeavours to establish comprehensive and unambiguous rules governing The ESA Traineeship Scheme 2021. However, should circumstances arise where the rules are inadequate, unclear, and ambiguous or conflicting, the Council shall exercise its discretion in the interpretation of the rules or will extrapolate the rules as necessary through the setting up of ad hoc committees.

13. Further Information

13.1. For further queries, please contact:

Mr. Isaac Massa

Executive (R&I Programmes)

Email: space.mcst@gov.mt

Tel: +356 2360 2209

13.2. For escalated queries, please contact:

Dr. Ing. James Foden

Senior Director for Strategy, Research and Technical Affairs

Email: james.foden@gov.mt

Tel: +356 2360 2176





Annex – ESA Traineeship Opportunities 2021







TO1: Cyber Security [Ref. M-2020-HIF-IHS]

Reference	Title	Duty Station
M-2020-HIF-IHS	Cyber Security	ESTEC

Overview of the unit's mission:

Within ESA's IT Department, the IT Security Section is responsible for Security related projects, services and operations. The team implements security projects delivering new cybersecurity capabilities, operates security systems and applications and offers security engineering and consultancy services to ESA. The Section also runs the IT Department's Information Systems Management System (ISMS) which is based on ISO27001. The Section hosts ESACERT, ESA's Computer Emergency Response Team which is responsible for security monitoring, incident handling and response. ESACERT also participates in security awareness campaigns and user communication through infoflashes, guidelines and articles.

Overview of the field of activity proposed:

Risk-based Vulnerability Management:

In order to cope with the ever-increasing Cyber Threats, the IT Department is looking to optimise, automate and speed-up its current vulnerability management processes and tools. The goal is to switch from ad-hoc and manual to frequent and automated vulnerability scanning and to combine discovered vulnerabilities with risk, in order to correctly prioritise corrective actions.

The activity encompasses assessing, testing and piloting a highly automated risk-based vulnerability management solution for systems connected to ESA's corporate networks across all of ESA's sites and establishments.

As trainee, you will be tasked to implement an initial proof of concept, validate it and enhance it together with other members of the team, before gradually adding new features and capabilities.

Some intended capabilities of the solution are:

- automated discovery of systems and services connected to ESA networks
- automated and regular vulnerability scanning





- automated and continuous collection of configuration, information of systems and networks
- real-time visibility on ESA's attack surface wrt. its infrastructure assets, their configuration and vulnerabilities
- context-aware vulnerability assessments based on multiple sources (scanners, asset configuration, ...) and proposed actions to improve
- optimised and prioritised patch management and mitigation actions based on risklevel and exposure
- generation of objective risk scores that can be used for risk prioritization, risk trending, Cyber Security strategy amendments, audits etc.
- cyber-attack simulations in order to understand the impact and derive improvements to be made
- security policy compliance and recommendations based on configuration changes, exposure and related risks
- use of multiple global Threat Intelligence sources to support all of the above

You will have the opportunity and need to work in close collaboration with ESACERT, other members of the IT Security Section and the Security and Shared Infrastructure Services Division, and ESA-wide Service and System managers. you will therefore have the opportunity to validate your work in a very challenging and interesting operational environment.

Education and additional requirements:

- Master-level degree in a technical or scientific discipline;
- Passion for IT/Cyber Security;
- Fluency in English and/or French, the official languages of the Agency;
- Communication skills
- Interpersonal skills and ability to work both autonomously and in team





TO2: Advanced Mission Concepts Systems Engineering – Moon [Ref. M-2020-HRE-E]

Reference	Title	Duty Station
M-2020-HRE-E	Advanced Mission Concepts Systems Engineering - Moon	ESTEC

Overview of the unit's mission:

Under the direct authority of the Director of Human and Robotic Exploration, The ExPeRT Team is responsible for conducting Phase A/B1 and technology activities (studies, industrial contracts) of future exploration Missions to LEO, Moon, and Mars for the directorate.

Overview of the field of activity proposed:

You will be involved in technical assessments of future missions to the Moon and the payloads. You will be involved in the coordination of the European areas of interest with international partners and in the implementation of industrial technology preparation and system studies. In particular, you will be involved in the definition of future missions of the European Large Logistic Lander (EL3) and in the assessment of potential future European roles in the international human lunar exploration architecture

Activities identified where the trainee could play a role in maturing such concepts as well as other new concepts in support of ESA's future Moon mission planning, while working alongside experienced engineers and physicists are:

- Mission concept and mission profile trade-offs;
- Definition and/or review of instrument and mission requirements:
- Analysis of spacecraft design and related system budgets;
- Studies of instrument accommodation at spacecraft level;
- Mission related Technology Development;
- Development of (study) tools and new approaches to the presentation of study outputs to external audiences.

Education and additional requirements:

Master-level degree in a technical or scientific discipline;





- Specialisation in Space Mission Design and Analysis is a strong asset and would be preferred;
- Knowledge of relevant technical domains;
- Relevant experience gained during internships/project work;
- Breadth of exposure coming from past and/or current research/activities;
- Fluency in English and/or French, the official languages of the Agency;
- Communication skills
- Good interpersonal skills and the capacity to work both independently and as part of a team;
- Self-motivation, Continuous Learning as well as Cross-cultural sensitivity are other assets





TO3: Advanced Management Procedures & Processes [Ref. M-2020-HRE-B]

Reference	Title	Duty Station
M-2020-HRE-B	Advanced Management Procedures & Processes	ESTEC

Overview of the mission

The Directorate for the Human and Robotic Exploration Programme is the area of ESA responsible for all exploration missions, either crewed by humans or undertaken by robots. As such, we currently oversee all of ESA's involvement in the International Space Station, our ExoMars 2022 mission to land a European rover on the Red Planet or design and produce the large service modules for Orion, NASA's brand-new spacecraft. In parallel, we are starting new important missions such as ESA's involvement in the Lunar Gateway, the International Habitat and ESPRIT as well as ESA's contributions to the Mars Sample Return Mission, the Earth Return Orbiter as well as the Sample Fetch Rover. Because of the nature of our goals, most of these activities are done in close collaboration with our international partners, mainly NASA in the US and ROSCOSMOS in Russia.

Within this environment, the HRE Programme Management Support Group is responsible for resource planning and monitoring, including schedules, risk management, financial planning and reporting and workforce. It provides all HRE projects with the management support functions needed. This includes but is not limited to: participation in the procurement of space systems, financial planning & controlling, risk management, schedule control, and resource allocation.

Overview of the field of activity proposed

Your tasks will be centered on the development and application of advanced management procedures and processes and will, for example, include:

- Improvement and Harmonisation of the risk reporting process across the directorate's projects including probabilistic risk management;
- New techniques to integrate Cost, Schedule and Risk information so as to





provide early warning of problem areas across the projects;

- Optimisation of the implementation of performance parameters (KPIs) within the projects and programme;
- Contributing to the definition and implementation of a continuous improvement scheme for the Directorate internal processes and methods;
- Strengthening the management process review and the relevant reporting procedures (including dashboard reporting, balance scorecard and Key Performance Indicators);
- Supporting the project and directorate progress reporting process improvement;
- Providing pro-active suggestions towards continuing the further implementation of lean administrative processes and reducing inefficiencies.

You will initially undertake part of the above activities. At a later stage, and based on your experiences and observations, additional activities may be defined for the later part of the internship.

In addition to the above, and in order to gain a broader knowledge of the activities undertaken by our Directorate within ESA, you will contribute to support a range of day-to-day activities of the programme management support group. This can be either at a specific project level or at overall Directorate level and may include ad-hoc assignments, participation in tender evaluations, etc.

Regardless of the activities selected, all work in our field of project control within ESA requires an amount of technical understanding of the activities combined with a capability to keep a management broad overview of "what is important", and what results are required to fulfill the strategic objectives of the Directorate. As a trainee in our area, you would have to be aware of this and learn to work in this technical vs administrative/management environment.

What can we offer you?

- Full integration into a team of business professionals, who will share their knowledge and experience and support your development aspirations
- Responsibility for your own tasks and duties within an important function in the Directorate
- Participation in ESA-internal trainings, both with regard to the space environment as





well as business and soft-skill trainings

A valuable experience of the working environment and activities in an international organisation as well as an insight into the complex processes of political agreement in such organisations.

Education and additional requirements:

- Master-level degree in a technical or scientific discipline;
- Knowledge of other business tools will be an asset;
- Proficiency with the MS Office Suite;
- Academic background in economics, finance or business with an interest in a future career in the aerospace sector would also benefit from this traineeship;
- Fluency in English and/or French, the official languages of the Agency;
- A strong analytical ability, good planning and organisational skills;
- A commitment to customer orientation and the ability to quickly establish effective working relationships;
- Excellent communication, writing and presentation skills;
- Good interpersonal skills and the capacity to work both independently and as part of a team.