

Operational Supervisor for the Light Rail

Help us ensure a stable and efficient launch of Greater Copenhagen's new light rail system – from day one!

Are you detail-oriented, a great team player, and ready to make a difference in one of Denmark's most exciting infrastructure projects?

Metroselskabet is looking for a dedicated and skilled colleague with solid operational experience to ensure that the Light Rail delivers high quality, punctuality, and excellent passenger experience from the very start. In this role, you'll have the opportunity to help shape operations from the ground up and drive continuous improvements in close collaboration with the operator and the wider organization.

Your Key Responsibilities

- As part of the team, you'll play a pivotal role in both the startup and long-term operation of the Light Rail. You will:
- Contribute to the preparation and planning leading up to the Light Rail's opening in autumn 2025
- Be responsible for continuous follow-up on the operator's performance
- Ensure that the Light Rail is run efficiently and with high quality – benefiting both passengers and stakeholders
- Build a close working relationship with the operator – both at the office and out in the field
- Create valuable insights through active presence in daily operations

Your Tasks Will Include:

- Planning and coordinating the startup process with the operator
- Monitoring key operational metrics, including punctuality, journey times, service disruptions, processes, and procedures
- Identifying and implementing improvement initiatives
- Acting as the link between Light Rail operations and the rest of the organization
- Contributing to cross-functional projects within Metroselskabet

About You

You are driven by delivering tangible results and improvements – and you understand how data, collaboration, and structured processes can lead to better operations for both the operator and passengers.

We value that you:

- Have experience with supplier management, contract follow-up, or operations in a larger organization
- Think analytically, work systematically, and balance attention to detail with an understanding of the big picture
- Are skilled at turning complex data and observations into actionable insights and recommendations
- Enjoy collaborating across professional disciplines and building strong working relationships

Your background is likely in transport, infrastructure, operational management, or a related field – but most importantly, you're motivated by ensuring high-quality, stable operations in a complex and ambitious project.

Experience from politically governed organizations or public transport is a plus – but not a requirement.

What We Offer

At Metroselskabet, you'll get:

- A central role in one of Greater Copenhagen's most important infrastructure projects
- The opportunity to influence the operations of a new and modern Light Rail system – right from the beginning
- A role that combines strategic insight with practical, hands-on work
- A strong professional environment with passionate colleagues and high ambitions
- A collaborative workplace culture built on trust, flexibility, and cross-disciplinary teamwork
- Excellent opportunities for professional and personal development

Application deadline: 11 May 2025

Contact Frank Pedersen (not available until 22 April) at +45 7242 4731 if you'd like to know more or have questions about the position.

Ready to Join?

If you want to be part of an ambitious project that is shaping the future of green mobility in the capital region, we look forward to hearing from you!