

Duty Location: **The Hague, The Netherlands****VACANCY NOTICE****Administrative Assistant****Capability Development – Production**Grade: **B3**Reference Number: **B3-DOP-1588-12-NLD**

This is a position within the NATO Communications and Information Agency (NCIA), an organization of the North Atlantic Treaty Organization (NATO);

The NCIA has been established with a view to meeting to the best advantage the collective requirements of some or all NATO nations in the fields of capability delivery and service provision related to Consultation, Command & Control as well as Communications, Information and Cyber Defence functions, thereby also facilitating the integration of Intelligence, Surveillance, Reconnaissance, Target Acquisition functions and their associated information exchange.

Under the direction of the Director of Production (DOP) and through the work flow management of the Production Administrator, the incumbent will directly support the successful execution of projects through the professional execution of administrative and project support activities to the Chief, Capability Area Team (CAT) and assigned CAT staff.

**Duties:**

Under the supervision of the Production Administrator, the incumbent will perform duties such as the following:

- Provide comprehensive project and administrative support to the Chief CAT, Project Managers (PM) and other staff within the CAT as required;
- Facilitate the input, extraction and maintenance of information on internal Agency sources relevant to the daily operation. This will typically entail working with the Agency's IMIS, to access various financial, operational and managerial data available through the Agency web based tools;
- Assist Chief CAT, PMs and project teams in organizing meetings, workshops and conferences in accordance with Agency procedures. Be responsible for the administrative organizational aspects including requesting conference facilities/hotel accommodation, processing approvals/memos/invitations, requesting linguistic services, quotes from caterers and support to participants;
- Make arrangements for travel/in-theatre assignments, including associated NATO Travel Authorization, reserving accommodation, submitting security clearances/visit requests, and preparing purchase orders for conference/exhibition fees;
- Enter relevant information in IMIS along with supporting documentation. This includes travel and purchase orders;
- Preparation of correspondence, reports and documents often of a complex technical nature to include tabulation and formulae, using word processing, spreadsheet and graphics applications, in accordance with the Agency's official document formatting guidelines. Prepare submissions to external conferences and journals. This will include the correction of language usage where necessary, copying and distributing as appropriate;
- Prepare and circulate proof copies of formal reports for necessary review and signatures, ensuring final copies are forwarded for printing, and appropriate distribution lists are forwarded;
- Prepare and process web formatted information and maintain the information on the web pages. This will require familiarity with application software utilizing modern web-technology. The task will be executed in collaboration with the CAT to assist them in ensuring that the information is kept current and up to standard for publication;
- Maintain electronic database/diaries for project staff check correspondence between calendars/attendance lists, leave cards and travel duty;
- Act as a point of contact for the Chief CAT and PMs and deal diplomatically and effectively with a wide variety of issues, including answering enquiries and incoming telephone calls, and assisting in the scheduling of the day to

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day business within the CATs. Determining, controlling and maintaining the information flow, including e-mail and fax traffic within the office;

- Drafting of straightforward memoranda, notes and cover letters to documents. Prioritising work from several Project Managers or CAT staff and processing it accurately and speedily;
- Filing of correspondence and documents in accordance with the Agency's procedures and providing assistance in obtaining requested documents;
- Assist staff in following the Agency's procedures and guidelines and give appropriate advice;
- Be conversant with the duties of the Administrator and assisting in the execution of those duties, and providing assistance to other areas when required;
- Liaise with staff of the Agency and external contacts on issues relating to the CAT;
- Performs other duties as may be required.

### **Experience and Education:**

Good general secondary education;

- At least three years' experience in administrative work;
- Demonstrated skills in use of personal computer office automation packages, currently Microsoft applications to include Share Point;
- Familiarity with databases;
- Excellent command of spoken and written English, with a proven ability to communicate effectively both orally and in writing;
- Ability to take initiative and a flexible approach allowing the incumbent to respond reliably and competently to changing requirements in a demanding environment;
- Excellent inter-personal skills, and the ability to be responsive and sensitive to both external and internal customers and staff.

### **Desirable Experience and Education:**

- Vocational education in software related and Internet based technologies related to business administration and MIS packages, databases and application software;
- Prior experience of working in an international environment comprising both military and civilian elements;
- Knowledge of NATO responsibilities and organization, including ACO and ACT;
- Ability to work competently in the second official language.

### **Language Proficiency:**

- A thorough knowledge of one of the two NATO languages, both written and spoken, is essential and some knowledge of the other is desirable.
- **NOTE:** Most of the work of the NCI Agency is conducted in the English language.

### **Competencies or Personal Attributes:**

- Drive for Result - Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom-line oriented; steadfastly pushes self and others for results.
- Customer Focus - Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
- Organizing - Can marshal resources (people, funding, material, support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner.

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- Interpersonal Savvy - Relates well to all kinds of people—up, down, and sideways, inside and outside the organization; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can diffuse even high-tension situations comfortably.
- Peer Relationships – Can quickly find common ground and solve problems for the good of all; can represent his/her own interested and yet be fair to other groups; can solve problems with peers with a minimum noise; is seen as a team player and is cooperative; easily gains trust and support of peers; encourages collaboration; can be candid with peers;

### Travel:

- Business travel to NATO and national (NATO and non-NATO) facilities as well as occasional travel between the NCIA offices;
- May be required to undertake duty travel to operational theatres inside and outside NATO boundaries.

### Professional Contacts:

The incumbent is responsible for:

- Establishing and maintaining close contacts with support staff in the Production Segment and other NCI Agency organizational elements;
- Establishing and maintaining contacts with support staff in other external organization appropriate to the successful execution of assigned duties;
- Coordination and cooperation of work with DSA's and CTO Groups within the NCI Agency.

### Supervisory/Guidance Duties:

There are no supervisory duties associated with this post however the incumbent maybe required to mentor other staff in the use of Office tools and applications.

**Working Environment:** Normal office environment.

**Security Clearance Level:** NATO Secret

### Starting Salary and Contract Offer:

- Starting basic monthly salary is 3,086.09 Euro and is exempt from income tax. Additional allowances may apply depending on the personal circumstances of the successful candidate.
- This post is offered for an initial period of 3 years, which may be renewed for subsequent periods, subject to satisfactory performance and the need to rotate skills and talent within the Agency. Serving civilian members of NATO will be offered a contract in accordance with the NATO Civilian Personnel Regulations.

### How to apply:

To apply for this position, **you must complete an application form** (quoting reference "B3-DOP-1588-12-NLD") and send it to [recruitment@ncia.nato.int](mailto:recruitment@ncia.nato.int) by close of business:

**Wednesday, 9 January 2013**

**It is intended that the interviews will take place in the week of 18 February 2013.**

- Candidates who are serving civilian members of NATO are requested to mention their telephone extension in their applications. Applications from serving civilian members of NATO should be made through the candidate's Head of Service, or through the Human Resources/Personnel Section of the NATO Body, whichever is appropriate.
- Applications from candidates who do not meet the required qualifications will not be taken into consideration.
- Please note that curriculum vitae will not be accepted, unless accompanied by a completed application form and post requirements form. Applications not submitted on the NATO application form will not be taken into consideration. NATO CI Agency application forms can be downloaded from the internet at <http://www.ncia.nato.int/Opportunities/Pages/Vacancies.aspx>

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