

Duty Location: **Norfolk, USA****VACANCY NOTICE****Senior Assistant (Office Manager)****NCI Agency Field Office**Grade: **B4**Reference Number: **B4-FO-1906-12-USA**

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.

The incumbent is responsible for the efficient and day-to-day administrative functions of the NCI Agency Field Office Norfolk, for maintaining administrative links with relevant NCI Agency offices in Europe and for managing the NCI Agency Field Office's information repositories in Norfolk. .

**Duties:**

Under the supervision and direction of the Head - NCI Agency Field Office Norfolk, the Deputy or their designated representative, will coordinate the day-to-day operation of the Field Office environment, function as the Field Office information manager, provide support to the Field Office staff in the execution of their duties and provide a conduit for administrative links to relevant NCI Agency Offices in Europe. The specific tasks associated with these duties are described below:

- Coordination of the day-to-day operation of the Field Office environment which includes the following tasks:
  - Execute processes and procedures that ensure the daily business of the Field Office is conducted in an efficient and cost effective manner to include, but not limited to:
    - ◆ Management of the Field Office calendar including: deadlines, tasks lists, visitors, VMR reservations, SACT, DSACT, CoS and ACT Senior Leadership movements outside Norfolk and significant ACT events.
    - ◆ Manage an on-line reservation system for the Norfolk VMR, coordinate with NCI Agency conference services to arrange VMR sessions with other VMR sites in Europe to include de-confliction and prioritisation
    - ◆ Coordinate with relevant HQ SACT staff to arrange appointments with SACT, DSACT, CoS and ACT Senior Leadership
    - ◆ Provide a focal point for to relevant HQ SACT staff to arrange appointments for SACT, DSACT, CoS and ACT Senior Leadership with the GM and the Agency Directors
    - ◆ As required search for and obtain documents and other material.
    - ◆ Manage a Field Office local level campaign to advocate the NCI Agency and the presence of the Field Office.
  - Administer travel arrangements for the Field Office and other local Agency Staff and the related travel budget authorisation and close-out processes.
  - Organizing meetings, conferences and, when appropriate, call for papers, agendas, conference rooms, equipment and hospitality arrangements, etc.
  - For NCI Agency GM and Directors provide a focal point and support for their respective front-offices/administrative assistances for all administrative matters pertaining to HQ SACT including detailed visit coordination planning and execution
  - For all NCI Agency visitors to the Hampton Roads area maintain a visitor list and facilitate base access.

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- Ensure security procedures are followed in accordance with extant directives and where necessary advise the Deputy and Head of the Field Office on relevant matters.
- Function as the manager for all local Field Office infrastructures, to include inventory management, and liaise directly with the relevant HQ SACT staffs on any local issues or concerns.
- Function as the Field Office Information Manager to include, but is not limited to:
  - Management and maintenance of various information repositories and ensuring timely exchange of information with both HQ SACT and NCI Agency offices in Europe.
  - Manage and maintain the Field Office's electronic and hardcopy files systems.
  - Maintain a relevant, accurate and current Field Office Portal on HQ SACT's MS SharePoint Environment.
  - Manage the Field Office's document library for products delivered to ACT.
  - Update and maintain relevant pages on the Agency's SharePoint Portal.
- As directed by the Head NCI Agency Field Office, provide Field Office local support for ACT portfolio management.
- As directed by the Head of the Field Office, provide local support to the NATO Security Investment Programme portfolio management.
- As directed by the Head of the Field Office, provide local support to business development initiatives.
- As directed by the Head of the Field Office, support the HQ SACT/CoS staff training events.
- Continuously monitor and where appropriate propose improvements to the NCI Agency processes, procedures and reach-back to NCI Agency in Europe.
- Perform any other duties as may be required.

### **Experience and Education:**

- 5 years relevant proven experience in secretarial, personal assistant, office administration, managing small office environment or related work environments.
- Vocational training at a higher administrative level in a relevant discipline, or equivalent.
- Sound knowledge and experience in the use of Microsoft office automation packages (Word, Excel and PowerPoint) and Microsoft SharePoint.
- Excellent organizational skills and proven ability to improve existing or develop new processes and procedures and implement them;
- Good written and oral communications abilities and experienced in developing and delivering short presentations;
- Experience in organizing and administrating conferences;

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

- Secondary education with a focus in either business administration, office management or a related field.
- Prior experience in a position that required frequent contact with customers.
- Previous experience in working in the NCI Agency or its predecessor (NC3A) or in a position that required frequent contact with the NCI Agency / NC3A;
- Experience in the financial management of small to medium budgets for travel and office supplies.
- Prior experience of working in an international environment comprising both military and civilian elements; (please delete if not applicable)
- Knowledge of NATO responsibilities and organization, including ACO and ACT; (please delete if not applicable.)

### **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:**

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- 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.
- Priority Setting - Spends his/her time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.
- Planning - Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; breaks down work into the process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals; evaluates 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.
- Informing - Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit, and/or the organization; provides individuals information so that they can make accurate decisions; is timely with information.
- 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.

### 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:

Promote and maintain professional contacts with military and civilian personnel at all levels in the NCI Agency, HQ SACT, NATO Commands, NATO Agencies, national commands/organizations and industry.

### Supervisory/Guidance Duties:

May be required to give guidance to, assist and train NCI Agency and/or HQ SACT staff.

**Working Environment:** Normal office environment.

**Security Clearance Level:** NATO Secret

### Starting Salary and Contract Offer:

- Starting basic monthly salary is 4,505.83 USD 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 "B4-FO-1906-12-USA") and send it to [recruitment@ncia.nato.int](mailto:recruitment@ncia.nato.int) by close of business:

**Friday, 11 January 2013**

**It is intended that the interviews will take place in the week of 25 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.

**N A T O U N C L A S S I F I E D**

- 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>