

Duty Location: **The Hague, The Netherlands****VACANCY NOTICE****Principal Assistant (Conference Services)****General Services Department – Conference Services**Grade: **B5**Reference Number: **B5-GSRC-2059-12-NLD**

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

The NCI Agency 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 and 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 providing services directly related to hosting meetings and conferences for NCI Agency; providing assistance for events; and undertaking special projects as required.

**Duties:**

The incumbent performs the duties as head of the Conference Support Section. The incumbent will perform duties such as the following:

Event Planning:

- Assist assigned Project Manager in the logistical planning and support for large Agency events (such as Industry Conference).
- Maintain the Conference Services portal site up to date with relevant information in relation to conference/meeting planning and support.
- Develop recommended conference packages of general information for visitors.
- Develop conference guidelines and check lists for use by Conference Action Officers.
- Maintain control of and reserve conference rooms. Coordinate with appropriate sections to ensure that conferences and meetings are adequately supported for set up and technical requirements.
- Upon request, identify external conference sites to host conferences and meetings.
- Maintain conference statistics regarding number of attendees, number of hospitality events, and lessons learned.
- Identify processes that would facilitate conference planning and support, online registration, reservations, etc. Develop requirement packages for consideration by Management.
- Provide recommendations on improvements in conference rooms.

Conference Support:

- Develop a support concept to respond to conference support requirements throughout the NCI Agency.
- Maintain control of the NCI Agency conference rooms in Brussels and The Hague. Provide a reservation system to meet Agency meeting requirements in Brussels and The Hague.
- Provide direction and training to conference support clerks. Identify professional training requirements for Conference Services personnel.
- Coordinate surveys immediately following major events to capture valuable lessons learned.
- In coordination with an assigned Conference Action Officer, develop plans to provide support for conferences/meetings from inception through completion.
- Assist with the development of budget support plans for conferences/meetings as required.
- Coordinate on-line registration for conferences using the NCI Agency unclassified web site.
- Assist in developing invitation packages; coordinate hotel requirements; and prepare a database for use by other sections with conference support responsibilities.
- Coordinate transportation and travel requirements for attendees as required.

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- Assist the Conference Action Officer in developing catering/hospitality requirements for the event and provide coordination with the catering staff.
- Ensure validation of invoices for hospitality events prior to payment by the finance section.
- Coordinate with the Conference Action Officer and Financial Management Section for the development of requirements and collection of conference fees.
- Provide recommendations and coordinate security and graphics support.
- In coordination with the Conference Action Officer, develop a manning plan to facilitate the reception of visitors ensuring that attendees are met upon arrival and provided adequate support through to the end of a conference.
- Performs other duties as may be required.

### **Experience and Education:**

- A vocational training at a higher level in a relevant discipline or equivalent.
- At least eight years relevant experience in a progressively responsible administrative position.
- Supervisory experience.
- Prior event planning and conference support experience.
- Sound experience with Microsoft Office applications.
- Excellent organizational and administrative skills.
- Accuracy and attention to detail.
- Ability to express oneself clearly both orally and in writing.
- Aptitude for learning and using new technology.

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

- Experience in using software applications (online registration system, room reservation system) in support of conferences.
- Prior experience negotiating agreements in support of large conferences.
- Prior experience working in an international environment comprising both military and civilian elements.
- Knowledge of NATO responsibilities and organization, including ACO and ACT.

### **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.
- 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.
- 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.
- 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.
- Building Effective Teams - Blends people into teams when needed; creates strong morale and spirit in his/her team; shares wins and successes; fosters open dialogue; lets people finish and be responsible for their work; defines success in terms of the whole team; creates a feeling of belonging in the team.

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- Motivating Others - Creates a climate in which people want to do their best; can motivate many kinds of direct reports and team or project members; can assess each person's hot button and use it to get the best out of him/her; pushes tasks and decisions down; empowers others; invites input from each person and shares ownership and visibility; makes each individual feel his/her work is important; is someone people like working for and with.
- Directing Others - Is good at establishing clear directions; sets stretching objectives; distributes the workload appropriately; lays out work in a well-planned and organized manner; maintains two-way dialogue with others on work and results; brings out the best in people; is a clear communicator.

### Travel:

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

### Professional Contacts:

The incumbent is responsible for:

- Working closely with the Management Assistant to the GM and the Principal Assistant (Visits) to ensure that conferences and meetings required by the General Manager and other senior management personnel are supported.
- Maintain contacts with Agency personnel in other sections dealing with conference/meeting support to ensure continuity and standardization.
- Promote and maintain professional relations with co-workers within the Agency, with staff in other NATO organizations and with contacts from external business-related entities.

### Supervisory/Guidance Duties:

Provide daily direction and guidance to staff members assigned to the Conference Services area.

### Working Environment:

Normal office environment.

### Security Clearance Level:

NATO Secret

### Starting Salary and Contract Offer:

- Starting basic monthly salary is 3,998.05 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** together with Post Requirements Form (quoting reference "B5-GSRC-2059-12-NLD") and send it to [recruitment@ncia.nato.int](mailto:recruitment@ncia.nato.int) by close of business:

**Friday, 4 January 2013**

**It is intended that the interviews will take place in the week of 11 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>