



Duty Location: **The Hague, NLD**

JOB DESCRIPTION
Senior Assistant
General Services – Supply, Travel and Transport
Grade: **B-4**

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.

General Services Department provides first class, effective and efficient internal services to the NCI Agency and acts as the interface to the NATO Office of Shared Services in the area of General Services. The services include Security, Building & Facility, Prototyping, Travel, Transport, Supply & Stores, Conference Services, Audio and Visual Support, Creative Media Support, and Registry;

GSD operates with three different business models – provision of services to NCI Agency, delivery of services from GSD to 3rd parties (shared services) and management of service delivery from 3rd parties to NCI Agency;

Responsible to the Head, Supply, Travel and Transport Section for the efficient operation, planning and execution of the day to day operation of the Supply and Stores elements of the section.

Duties:

Under the direction of Head, Supply, Travel and Transport (STT), but largely on own initiative and within limits of delegated authority, the incumbent will perform duties such as the following:

- Daily monitoring of all goods purchased and received into the Agency, including quality checking, property accounting actions and shipping;
- Preparation of short reports, planning of work schedules and required administration;
- Preparation, implementation and update of standard operating procedures for all aspects of the Supply and Stores elements;
- Preparation of reports for all excess property that is of a serviceable nature but is no longer required by the Agency and arranging for its ultimate disposition in accordance with current NATO regulations;
- Advise and train all Memorandum Record Account Holders (MRAH) in their duties and arrange any familiarisation necessary;
- Assist in the execution of and adherence to safety, health and NATO regulations and procedures;
- Plan the upkeep and maintenance of electrical hoist and fork lift trucks;
- Research, provide inputs and ensure compliance with contracts involving waste disposal and laundry.
- Arrange, in conjunction with HQ Registry and Security personnel, for the destruction of classified material if required;
- Assist with section budget development in the following areas: clothing, office supplies, waste disposal, building maintenance, furniture procurement, and restaurant operations;
- Control collection, storage and disposal of hazardous material in compliance with host nation and NATO regulations;
- Prepare customs documents for shipping or receiving;
- Serve as an alternate Advance Account Holder (Petty Cash) (The Hague only);
- Plan and assist with annual inventory of non-expendable, expendable and stock items.

Other Duties:

- Undertake driving duties when required and as tasked by the Head, Supply, Travel and Transport;
- Driving duties involve shuttle runs to other NCI Agency locations and possible overnight stays when required;
- Serve as a member of the Agency Restaurant Committee (The Hague only);
- Prepare administrative reports, cost statistics and ensure all files associated with purchasing, receiving, issuing, write-off, customs clearance and invoicing are appropriately maintained;
- Deputize for higher grade staff, if required;
- Perform other duties as may be required.

Experience and Education:

- Higher vocational training with 2 years' experience related to this post or a good general secondary education with 4 years' experience related to this post;
- In depth knowledge and experience of commercial standard purchasing procedures, and automated supply or accounting systems (such as Oracle Procurement Cloud, etc);
- Good working knowledge of computers, MS office software and administration;
- Valid driver's license and experience with vehicles up to 8 passengers;
- Prior experience supervising staff in a support environment;
- Experience in hazardous material controls;
- Knowledge and experience with contract administration for an international workplace;
- Experience with electrical pallet trucks and fork lifts.

Desirable Experience and Education:

- Knowledge and experience of NATO purchasing procedures, and automated supply or accounting systems;
- Prior experience in inventory and plant property control;
- Prior experience of 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:

- Delivering Results and Meeting Customer Expectations - Focuses on customer needs and satisfaction; sets high standards for quality and quantity; monitors and maintains quality and productivity; works in a systematic, methodical and orderly way; consistently achieves project goals.
- Adhering to Principles and Values - Upholds ethics and values; demonstrates integrity; promotes and defends equal opportunities, builds diverse teams; encourages organizational and individual responsibility towards the community and the environment.
- Planning and Organising - Sets clearly defined objectives; plans activities and projects well in advance and takes account of possible changing circumstances; identifies and organizes resources needed to accomplish tasks; manages time effectively; monitors performance against deadlines and milestones.
- Adapting and Responding to Change - Adapts to changing circumstances; tolerates ambiguity; accepts new ideas and change initiatives; adapts interpersonal style to suit different people or situations; shows an interest in new experiences.

- Coping with Pressures and Setbacks - Maintains a positive outlook at work; works productively in a pressurised environment; keeps emotions under control during difficult situations; handles criticism well and learns from it; balances the demands of a work life and a personal life.
- Working with People - Shows respect for the views and contributions of other team members; shows empathy; listens, supports and cares for others; consults others and shares information and expertise with them; builds team spirit and reconciles conflict; adapts to the team and fits in well.
- Achieving Personal Work Goals and Objectives - Accepts and tackles demanding goals with enthusiasm; works hard and puts in longer hours when it is necessary; seeks progression to roles of increased responsibility and influence; identifies own development needs and makes use of developmental or training opportunities.

Travel:

- Business travel to NATO and national (NATO and non-NATO) facilities as well as frequent 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:

- Maintain contact with customs authorities concerning transfer of equipment to all NATO countries and others;
- Maintain contact with commercial vendors;
- Maintain contact with supply personnel from other NATO organizations.

Supervisory/Guidance Duties:

The incumbent may give professional guidance to staff.

Working Environment: Normal office environment, some work in basement areas.