



NATO UNCLASSIFIED

Duty Location: Braine L'Alleud, BEL

JOB DESCRIPTION

Principal Assistant (Portfolio Management)

NATO Infrastructure Service Centre – Resources and Portfolio Management

Grade: G12

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

To strengthen the Alliance through connecting its forces, the NCI Agency delivers secure, coherent, cost effective and interoperable communications and information systems in support of consultation, command & control and enabling intelligence, surveillance and reconnaissance capabilities, for NATO, where and when required. It includes IT support to the Alliances' business processes (to include provision of IT shared services) to the NATO HQ, the Command Structure and NATO Agencies.

The NATO Infrastructure Service Centre (NISC) Business Area Lead (BAL) is accountable for planning and executing the full lifecycle management activities (design, transition and operations) for the identified area of responsibility. NISC provides generic, domain independent, technical functionality that enables and facilitates the operation and use of Information Technology resources. NISC services (including: subject matter expertise; acquisition; project management, operations and maintenance; and, disposal) are provided in the following technical domains: Network Services (to include routing, switching and transmission services), infrastructure hosting, storage and processing, infrastructure networking, HW and SW management, databases and web platform services, as well as identity management. Services are provided throughout the lifecycle to both internal and external customers in both static and deployable settings.

This post is within NCI Agency Resource Portfolio Management (RPM) Offices, which are implemented across its Business and Functional Areas. In support of Head of the NATO Infrastructure Service Centre (NISC), the Resources and Portfolio Management Office primary role is to lead planning, monitoring and reporting activities at Level 1 over the financial, resource, portfolio (projects and services), as well as workforce management in Organizational Entities. It comprises the Head Budget Management Office (HBMO), the Head Staff Management Office (HSMO) and the Head Portfolio Management Office (HPMO). As such the RPM office:

- provides guidance to the 'Business' based solely on NCIA rules, procedures, and best practices
- provides day-to-day support to the 'Business' regarding the use of the NCIA toolset, in particular entering requests and information, in order to allow technical staff to remain focused on their technical tasks
- provides the 'Business' with reporting data for their own use
- supports but does not take part in the decisions made by the 'Business'

Duties:

Under the direction of Head Portfolio Management, the incumbent will assist in its activities, which include:

Planning and Budgeting

- Assist on the alignment of Business Area plans via Order Books with Agency and OE strategic objectives through approved prioritisation processes;

- Assist on the preparation of the Business Area Execution Plan.

Performance and Execution Monitoring

- Assist on in-year reviews of Business Area portfolio delivery and provides inputs as required;
- On the basis of Corporate reports, monitor the Business Area portfolio dashboards and present it to internal meetings when required;
- Monitor and report on business delivery with scope/timing/quality and risk management process;
- Assist on project lifecycle (start-ups, price proposals, execution, closure), Portfolio Management (KPIs, Statistics, Milestones, Exceptions) and Information Management (WSS), change management, risk & issue management etc.;
- Assist on all aspects related to the management of workforce capacity;
- Preparing and maintaining project plans;
- Report creation in Excel and BI tools;
- Analyse data to find out any issue/problem and proactively propose solutions/workarounds;
- Support on boarding and off boarding of workforce in particular with regard to resources and project management tools including access and on the job training.

Stakeholder Engagement and Advice

- Liaise with P3M members coordinating P3M activities in a matrix environment;
- Assist and monitor in creation and day-to-day management of projects, resources and time management in ServiceNow;
- Identify and engage with key stakeholders towards establishing communities of shared business interest providing advice as required regarding Agency PM best practice and processes;
- Coordinate with the OE's IKM officers (who may be part of the RPM office) the development and improvement of Resources and Portfolio Management Information portal; including dissemination of staff management support information, communication and publications, as required.

Continuous Improvement

- Demonstrate flexibility in adapting to daily schedule changes and in undertaking new challenges such as PM role for small projects;
- Support planning and reporting processes within their OE, in line with Corporate Guidelines;
- Identify, coordinate, and pursue opportunities for process improvement and efficiencies in line with Corporate FAs;
- Contribute to the OE continual improvement processes e.g. project and service management practices;
- Deputize for higher grade staff, if required;
- Performs other duties as may be required.

Experience and Education:

- Higher vocational training in a relevant discipline with 3 years post related experience. Or a secondary educational qualification with 5 years post related experience;
- Experience in budgetary planning and management;
- Experience in resource planning, project and portfolio management;
- Thorough knowledge of computer-based tools for project planning/control;
- Awareness of Project Management Framework / Methodologies such as PRINCE II, PMP;
- Analytic skills;
- Understanding of cost accounting;
- Good understanding of ERP systems;
- Excellent command of spoken and written English, with a proven ability to communicate effectively orally and in writing;
- Sound knowledge and experience in the use of Microsoft office automation packages (Word, Excel, PowerPoint and Access or other database application) and SharePoint;
- Data Management experience or expertise.

Desirable Experience and Education:

- Prior experience or a detailed awareness of the IT Infrastructure environment;
- Prior experience of working in an international environment comprising both military and civilian elements;
- Knowledge of NATO responsibilities and organization;
- Experience of working in a customer funding environment;
- Experience in documenting/improving business processes;
- Experience in liaising with internal and external staff and ability to build relationships across the business;
- Use of Service Now Strategic Portfolio Management;
- A recognised formal Project Management qualification, such as PRINCE2 or PMP;
- Knowledge of Oracle R12 based ERP;
- Prior experience of working in an international environment comprising both military and civilian elements.

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.
- 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.
- Relating and Networking - Easily establishes good relationships with customers and staff; relates well to people at all levels; builds wide and effective networks of contacts; uses humour appropriately to bring warmth to relationships with others.