Duty Location: Oeiras, Portugal

JOB DESCRIPTION

Director of the NCI Academy

NCI Academy
Grade: A6

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 ensures that the collective requirements of NATO and some or all NATO nations, achieve an appropriate level of technical knowledge, competence and therefore preparedness. Specifically, 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.

Reporting to the General Manager through the Chief of Staff, the NCI Academy delivers high quality, certifiable and modern vocational training on systems and services utilised within NATO. The NCI Academy led from its flagship training delivery location in Oeiras, Portugal is supported by staff and capabilities in The Hague (The Netherlands), Mons and Brussels (Belgium) and Stavanger (Norway). The NCI Academy is responsible for providing world-class C4ISR, Cyber, Command and Control and Enterprise training and education services, across the NATO enterprise. Management and delivery of these effective services require the provision of relevant, high quality, sustainable and affordable training and education services.

The NCI Academy Director is accountable to the General Manager of the NCI Agency for the current and future operations of the NCI Academy. The Director of the Academy will ensure that the NCI Academy will become the institution of choice for the provision of C4ISR, Cyber, Command and Control and enterprise training and education services. They will ensure that the NATO education and training domain within these disciplines is supplemented with high quality and continually improving content and delivery methods. As the Service Owner for educational training, will ensure that business management is efficient, cost effective and sustainable and will lead change management processes to retain business operations. Once the Agency will be assigned by the Military Committee (MC) the role of Department Head for the C3/CIS Discipline, the Director will be responsible to execute to this authority on behalf of the General Manager.

Duties:

Under the direction of the General Manager and informed by the Academy Executive Board, the incumbent will perform the following duties:

- Deliver Education and Training services for NATO and Nations in C4ISR, Cyber, Command and Control and Enterprise training;
- Accountable for the financial performance of the Academy, delivering services based on a customer funded model;
- Oversees the activities of the Dean, Business Manager, Learning, Development, Quality and Change Management domains;
- Ensures that the knowledge/competency centres are at the core of a cooperative network with organisations under the NATO framework agreement such as European Union (EU), United Nations (UN), Academia, and Industry;
- Participates in Agency governance and contribute to the development of policies, strategy and directives, including the identification of key areas of importance to the future posture of the Alliance;
Nurtures strong and persistent relationships within NATO education and training contexts (NCI Agency, SHAPE, SACT, NSO, Centres of Excellence and National education and training capabilities);

- Represents the General Manager in dealings with the Host Nation of Portugal;
- Represents the Agency at key executive level steering boards, committees and symposiums;
- Ensures the development of high quality, realistic and defendable business development plans for the Academy;

- Responsible for day-to-day functioning of the Academy, coordination with the Customer Support Unit (CSU), Enabling functions, RGF Base Command and other NATO bodies that support the Academy;
- Manages the Quality Assurance Group and the Learning Innovation & Development Group functions within the Academy. Assures the creation of business driven, proportional and relevant knowledge and competency capabilities within the Academy’s training staff;
- Ensures the development of high quality, realistic and defendable business development plans for the Academy;

- Ensures high utilisation rates of the facility, which includes a 250 seats auditorium, conference capabilities and the potential to become a key NATO innovation centre;
- Ensures the effective pipeline and portfolio management of education and training services so that the Academy stays at the forefront of learning and technology delivery;
- Accountable for identifying, implementing and applying innovative solutions related to the delivery of training services.

- As an executive participant in the NCI Agency Senior Management, provide advice and expertise to the NCI Agency General Manager and actively participate in the Senior Leadership team;
- Manages, coordinates and supports meetings of the NCI Academy Executive Board.

Other duties:
- Contributes to planning, preparing and hosting formal and informal visits, conferences, workshops and meetings with representatives of military, civilian and industrial organisations;
- Performs other related duties, as directed.

Experience and Education:
- Master’s degree in a relevant discipline and 15 years relevant experience in the area of Education and training;
- Senior level experience in working within a NATO, national or private sector appointment. focused, at least in part on the delivery of CIS/IT training;
- Proven record of accomplishment of establishing and sustaining change in complex organisational environments, in particular in the area of training delivery;
- Extensive knowledge in leading successful organisations which developed learning content;
- Proven ability to communicate effectively, orally and in writing, with good briefing skills;
- Experience in managing large and diverse teams;
- Demonstrated ability to work as an integral member of an executive level management team charged with developing and implementing strategic plans and policies.

Desirable Experience and Education:
- A relevant Doctorate degree from a nationally recognised/certified University;
- Formal qualification in Programme Management and or Organisational Development;
- Knowledge of NATO responsibilities and organisation, including the workings of the NATO committee structures or equivalent;
- Prior experience of working in an international environment, preferably leading both military and civilian staff.

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:
- High Ethical Standards – To exemplify and personally adhere to the Agency’s Code of Conduct.
- Leading and Supervising - Provides others with a clear direction; motivates and empowers others; recruits staff of a high calibre; provides staff with development opportunities and coaching; sets appropriate standards of behaviour.
- 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.
- Persuading and Influencing - Gains clear agreement and commitment from others by persuading, convincing and negotiating; makes effective use of political processes to influence and persuade others; promotes ideas on behalf of oneself or others; makes a strong personal impact on others; takes care to manage one’s impression on others.
- Presenting and Communicating Information - Speaks fluently; expresses opinions, information and key points of an argument clearly; makes presentations and undertakes public speaking with skill and confidence; responds quickly to the needs of an audience and to their reactions and feedback; projects credibility.
- Formulating Strategies and Concepts - Works strategically to realise organisational goals; sets and develops strategies; identifies, develops positive and compelling visions of the organisation’s future potential; takes account of a wide range of issues across, and related to, the organisation.
- Entrepreneurial and Commercial Thinking - Keeps up to date with competitor information and market trends; identifies business opportunities for the organisation; maintains awareness of developments in the organisational structure and politics; demonstrates financial awareness; controls costs and thinks in terms of profit, loss and added value.
- 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.