JOB DESCRIPTION

Head of Talent Development
Human Resources – Talent Management
Grade: A-3

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.

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.

HR provides a solution-oriented service ensuring strategic human capital insight is executed to enhance timely and effective decision making to achieve the overall Agency’s goals and strategy. HR establishes and administers policies, guidance and best practices across manpower, talent acquisition, talent management and staff services.

Duties:
Under the direction of the Head of HR, but largely on own initiative, the incumbent will perform duties such as the following:

- Manage and develop the Talent Development (TD) team;
- Design and develop the talent development strategy for the Agency;
- Implement and evaluate the talent development strategy, ensuring alignment with the broader Agency’s vision and its current and long-term objectives;
- Provide specialist expertise, as the TD subject matter, expert to the Head of HR and the senior leadership team;
- Ensure that the Agency has a mechanism in place to effectively track current and future talent activity, and undertake succession management for critical roles;
- Manage and improve the performance management regime for the Agency, strengthening alignment between talent development and total rewards practices;
- Oversee integrated talent programs, including succession planning, executive coaching, intern and graduate development programme, manager and leadership development and talent retention;
- Lead on diversity initiatives within the Agency and ensure that diversity priorities are appropriately reflected in all talent management programs to reach short, medium and long term goals;
- Maintain a close relationship with HR Business Partner teams to understand the development needs of the Agency;
- Establish close relationship with HR Operations team to ensure alignment between strategy, policy and implementation;
- Keep abreast of the latest trends in leadership and development;
– Perform any other duties as may be required.

**Experience and Education:**
– A Bachelor’s degree at a nationally recognised/certified University in a related discipline and 3 years post-related experience;
– Excellent demonstrable leadership, motivation, influencing and negotiation skills;
– A proven track record of leading a Talent Development function, working with, supporting and challenging senior managers and Directors, whilst delivering interventions that have added value and made a positive difference;
– Strategic and operational expertise in designing, implementing and improving learning and development for all levels of employees including job specific, managerial and leadership development and training.

**Desirable Experience and Education:**
– Work experience in the Human Resources area with a specialisation in Talent development of at least 10 years;
– Experience in supporting the design of Talent Management IT solutions;
– Experience working in an international environment;
– Experience working with institutional stakeholders or within institutional framework;
– Ability to manage multiple projects and tasks and the ability to adapt to changing requirements

**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:**
- 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.
- 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.
- Applying Expertise and Technology - Applies specialist and detailed technical expertise; uses technology to achieve work objectives; develops job knowledge and expertise (theoretical and practical) through continual professional development; demonstrates an understanding of different organisational departments and functions.
- 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.
- 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.
- 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.
- Deciding and Initiating Action - Takes responsibility for actions, projects and people; takes initiative and works under own direction; initiates and generates activity and introduces changes into work processes; makes quick, clear decisions which may include tough choices or considered risks.
- Planning and Organising - Sets clearly defined objectives; plans activities and projects well in advance and takes account of possible changing circumstances; identifies and organises 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.

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:
- Liaise with HR and other Agency colleagues, and external stakeholders;
- Promote and maintain professional relations with human resources officers in other NATO organizations and other external bodies.

Supervisory/Guidance Duties:

The incumbent will lead and supervise, and give professional guidance to staff.

Working Environment: Normal office environment.