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Duty Location: **The Hague, NLD**

JOB DESCRIPTION

Principal Assistant (Resource and Portfolio Management) Joint Intelligence, Surveillance and Reconnaissance Centre

Grade: **G12**

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.

This post is assigned to the Joint Intelligence, Surveillance and Reconnaissance (JISR) Centre, where the responsibility rests for accomplishing the full life cycle of assigned services. The JISR Centre's Vision is to assure information superiority for NATO. Our Mission is to deliver, support and protect valued Intelligence, Surveillance and Reconnaissance (ISR) capabilities, expertise and services, to maximise operational effectiveness for NATO.

The JISR Centre Chief is accountable to the Chief Operating Officer (COO) for the effective execution of the projects, programmes and services assigned the JISR Centre. The Principal Assistant provides support to the Resource and Portfolio Management Office (RPMO) and its staff in order to ensure the Centre operates effectively with the Agency.

NCI Agency Resource Portfolio Management (RPM) Offices are implemented across its Business and Functional Areas. In support of Head of the Organisational Element, the RPM Office primary role is to lead planning, monitoring and reporting activities at Level 1 over the financial and resource, portfolio (projects and services), and workforce management in Organisational Entities, and functionally towards the Corporate Functional Areas (Finance, COO, CPO) with respect to Corporate Planning and Execution Monitoring processes. The Principal Assistant (Resource and Portfolio Management) provides support to the RPM office across areas ranging from workforce planning, budget tracking, business planning and execution.

Duties:

Under JISR Resource Portfolio Management Office (RPMO), the incumbent will perform duties such as the following:

Portfolio, programme and project support:

- Provides administrative services to project boards, project assurance teams and quality review meetings;
- Assists in tracking and reporting the health and status of services, projects, portfolios and programmes including collecting relevant information;
- Sets up project files, compiles and distributes reports;
- Provides guidance on project management software, procedures, processes, tools and techniques;
- Assists project managers in the creation of price proposals and project management plans;
- Assists project managers in the project closure and archiving process.

Resourcing:

- Supports managers and teams in resourcing and recruitment activities;

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- Uses recommended tools for planning, scheduling and tracking resourcing activity;
- Supports resource management and recruitment software, procedures, processes, tools and techniques;
- Coordinates JISR training requests with NCIA Academy;
- Monitors resource usage, time accounting, in the JISR Centre portfolio, collects statistics and reports to JISR Centre Management;
- Assist in hiring process for contractors.

Business administration:

- Provides administrative support function to teams and meetings;
- Sets up files, software systems, on boarding new starters, compiles and distributes reports;
- Provides guidance on administration software, procedures, processes, tools and techniques;
- Perform IKM (Information Knowledge Management) duties such as creation and maintenance of the JISR Centre communications plan, communication platforms and relevant content.

Budget Management:

- Supports the development and the monitoring of a budget for a specific work group or department;
- Assists in the collection and preparation of required budget information.

Internal Controls:

- Participates in the testing, review and analysis of existing internal controls;
 - Completes, files and maintains forms used for internal control documentation;
 - Makes recommendations for the enhancement of certain internal controls.
- Deputizes for other assistants, 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;
- MS office proficiency with demonstrated experience of utilizing SharePoint, MS Excel and MS Project;
- Basic understanding of principles of accounting and finance;
- Familiarity with project management methodology;
- Experience in maintaining SharePoint workspace and portals.

Desirable Experience and Education:

- Experience in ServiceNow and EBA or similar;
- 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:

- **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.

- **Adhering to Principles and Values** - Upholds ethics and values; demonstrates integrity; promotes and defends equal opportunities, builds diverse teams; encourages organisational and individual responsibility towards the community and the environment.
- **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.