



JOB DESCRIPTION

Post Details:

Post Title: **Senior Assistant (Project Support)** Location: Mons, BEL

Military/Civilian: Civilian

Organisation context:

This is a position within the NATO Communications and Information Agency (NCI Agency), 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 Directorate of CIS Support Units (DCSU) is accountable to plan, install, operate and maintain Communication and Information System (CIS) services throughout the allocated Area of Responsibility (AOR), in static NATO Headquarters, Alliance Operations and Missions and Exercises, and supported Organisations. Services are delivered in coordination with the Enterprise Service Operations Centre (ESOC) and Agency Service Lines/Service Centres under the Enterprise Service Delivery Model (ESDM).

The Operations and Exercises (OPEX) is accountable to the Director of CSUs for providing the Agency's interface for supply of C2 Catalogue of Services to customers that are planning and/or executing deployed operations and exercises. It ensures that the Agency's responsibilities to deployed operations are met in line with the agreed Service Level Agreements (SLA) and Command and Control (C2) Arrangements. The Service Line provides the customer interface in a consultancy capacity to match/estimate customer requirements against those Services available from the Agency. It is also responsible for the coordination, with the Service Lines and other elements concerned, of the budget committed to operations support and for the coordination related to the deployment of NCI Agency personnel.

The Support Section supports and coordinates activities, including but not limited to: Planning and operational support for Joint Operations; Planning and operational support for Exercises; CIS requirements analysis and coordination; Providing and maintaining an overview of NCI Agency services for ongoing support to operations and exercises; Deployment of personnel to theatres of operations; Operational planning process within SHAPE, NCISG and subordinate commands within ACO; and lessons identified processes.

Purpose of the post:

The Senior Assistant (Project Support) provides essential support to project managers and teams, ensuring smooth operation and successful completion of projects. This role involves coordinating project-related activities, ensuring effective communication across teams, and supporting the project manager in monitoring

progress, managing resources, and delivering results. The incumbent might be required to assist in the management of minor projects, small value projects and other low value customer funded activities undertaken by the agency.

Standard responsibilities for this type of post:

1. Portfolio, programme and project support

- Supports project control boards, project assurance teams and quality review meetings.
- Takes responsibility for the provision of support services to projects.
- Uses and recommends project control solutions for planning, scheduling and tracking projects.
- Sets up and provides detailed guidance on project management software, procedures, processes, tools and techniques.
- Provides basic guidance on individual project proposals.
- May provide a cross programme view on risk, change, quality, and finance or configuration management.

2. Stakeholder Relationship Management

- Deals with problems and issues, managing resolutions, corrective actions, lessons learned, and the collection and dissemination of relevant information.
- Implements stakeholder engagement/communications plan.
- Collects and uses feedback from customers and stakeholders to help measure the effectiveness of stakeholder management.
- Helps develop and enhance customer and stakeholder relationships.

3. Information Management

- Recommends remediation actions as required.
- Identifies risks around the use of information.
- Reports on the consolidated status of information controls to inform effective decision-making.
- Monitors the implementation of effective controls for internal delegation, audit and control relating to information and records management.
- Supports the implementation of information and records management policies and standard practice.

Additional specific responsibilities for this post:

- Assisting in resource allocations.
- Work with project managers on business intake management (start-ups, portfolio management, business planning)
- Work with project managers on regular reports based on agency standard tools and service line specific tools.
- Create, maintain and administer project plans, as needed, on behalf of Project Managers;
- Coordinate with Resource Managers in respect to availability of resources to undertake activities on projects;
- Coordinate with Contracting Officers for any external contracts, including Invitations for Bid (IFBs) and Requests for Quotation (RFQs);
- Confirming customer acceptance and closing of the projects, including Joint Final Acceptance and Inspection (JFAI) for NSIP;

- Maintain project portals and document libraries;
- Provide executive administrative support to Operations and Exercises Leadership including preparations for meetings, coordinate VTC / VMR meetings, calendar management, travel preparations and correspondence;
- Manage incoming Taskers and tracks/submits inputs to meet stated timelines;
- Act as the resource alternate POC for office space and equipment and liaises with Building Management Team to ensure requirements are actioned;
- Provide support to new staff, including EBA, TAS and PM mentoring;
- Responsible for implementing the IKM processes within the Business Area;
- Assist in the development business and administrative processes;
- Assist in the coordination, implementation and maintenance of Agency administration policies and procedures;
- Developing and maintaining entries to the relevant information systems, including SharePoint sites, financial, operational and managerial data;
- Assist in providing clerical support in relation to Staff Performance Management activities in accordance with Agency administrative processes, including the International Evaluation Report (IER) for Military staff;
- Under direction of Business Area Chief organises internal team building events;

Change Implementation

- Supports project managers in implementing changes to scope, resources, or timelines as needed.
- Ensures change management procedures are documented and executed in line with organizational policies.

Behavioural competencies:

- **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.
- **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.
- **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.

Education, Experience and Training (essential):

Education:

Higher vocational training in a relevant discipline with 2-years post-related experience. Or a secondary educational qualification with 4-years post-related experience.

Experience:

Proven experience in working independently with minimal supervision in a fast-paced working environment.

Experience in applying strong time management skills and taking the initiative to ensure work is completed with high quality results.

He/she must demonstrate:

- Sound knowledge and experience in the use of Microsoft office automation package.
- Thorough knowledge of computer-based tools for project planning/control and resource management (like MS Project or Service Now);
- Excellent command of spoken and written English, with a proven ability to communicate effectively orally and in writing;
- Experience in roles requiring to take initiative and a flexible approach allowing the incumbent to respond reliably and competently to changing requirements in a demanding environment;
- Experience in roles requiring excellent inter-personal skills and the ability to be responsive and sensitive to both external and internal customers and staff
- Experience in working with Service Now project management software;

Education, Experience and Training (desirable):

Experience:

- Data management experience or expertise will be a plus.
- Prior experience of working in an international environment comprising both military and civilian elements
- Knowledge of NATO responsibilities and organization, including ACO and ACT.

Training/Certifications:

- A recognised formal Project Management qualification, such as PRINCE2 or PMP and / or ITIL Intermediate Level Certification

Language:

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.