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Duty Location: **Brussels, Belgium**

JOB DESCRIPTION

Business Operations Senior Staff Officer (RPMO)

Office of Acquisition

Grade: **G17**

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 Office of the Chief of Acquisition (COA) provides the full range of Acquisition (ACQ) expertise and activities which support the planning, implementation and maintenance of the required capability to support the Agency's strategic goals and missions. These functions include Contracting and Acquisition Lifecycle, the latter including Integrated Product Support and Cost Estimating & Analysis. The ACQ office also encompasses Business Operations and Industry Relations. The ACQ office also controls all procurement activities to ensure proper risk management, protects the legal and financial liabilities of the Agency and implements best practices relating to all acquisition activities.

The Office of the Chief of Acquisition ensures impartial, unbiased, timely and accurate execution of all actions performed and develops, implements and monitors the use of NCI Agency acquisition policy and procedures. It conducts all source selection activities of the NCI Agency as well as establishes, administers and effectively communicates Agency policies and practices, documents and actions necessary to implement the Agency's acquisitions.

Under the responsibility of the Head Acquisition Management Office, the Business Operations (BO) Senior Staff Officer is responsible for an array of ACQ Business Operations, including Reporting, Quality and Internal Control processes and Resource and Portfolio Management (RPMO). Continuous improvement of the office services as well as of the relevant processes while maximizing the use of digital tools, are key to this role.

Working in a team environment, staff in this role will utilize innovative business practices to streamline the acquisition process and maximize resources.

Duties:

Under the direction of the Head Acquisition Management Office (HAMO), but largely on own initiative, the incumbent of this post will perform the following duties:

Reporting management

- Oversee the Agency Procurement Plan in coordination with the relevant stakeholders to ensure adequate analysis, data quality and timeliness of Agency and ACQ reporting.
- Monitor and report on ACQ business delivery against scope, time, quality and applicable management processes, incorporating business best practices and technological advancement.
- Lead preparation and ensure the timely delivery of ACQ internal and external reporting.
- Provide analysis, interpret procurement data sets and deliver management reports regarding revenues, procurement volumes, variances from targets (KPIs), and other aspects of controlled reporting using reporting tools (Power BI tools, Analytics, Excel etc.).
- Take a pro-active role in resolving discrepancies with relevant stakeholders in a timely manner.

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- Lead planning, consolidation and monitoring of procurement deviation requests and support coordination with Budget Holders, if required.

Quality and Internal Control processes

- Advise on financial, audit and quality matters and related risks.
- Study and evaluate the audit trails of various operational processes, oversee and track resolution.
- Develop, design, test, review, analyse, and ensure continued improvement of internal controls, including related quality management and documentation.
- Ensure first level transactional controls on budget/commitments, financial risks identification/management, exceptions, etc.
- Perform fund/task management and control within Enterprise Resource Planning system (Enterprise Business Applications).
- Implement and propose improvements to the corporate policies, methods and capabilities.

Workforce planning and development

- Enable Workforce management processes and complete documentation/artefacts, in compliance with applicable policies and plans.
- Lead development of workforce plans to meet current and future demand (e.g. Business Execution Plan).
- Support gap analysis to identify workforce strengths and shortfalls with reference to business strategy, current and future needs.
- Ensure timely planning and availability of (digital) tools, IT access and equipment, workspace allocation and facilities for ACQ staff (internal IT plan).
- Manage and support ACQ staff on- and off-boarding.
- Manage interim workforce capacity recruitments and related activities.
- Assist in maintaining ACQ professions and skills and capability inventory.
- ACQ staff training plan, tracking professionalization efforts, and professions-specific training and development paths.

Stakeholder Engagement and Advice

- Identify the communications and relationship needs of internal stakeholder groups. Engage with key stakeholders towards establishing communities of shared business interest.
- Provide informed feedback to assess and promote understanding amongst respective Agency stakeholders. Support resource allocation and business management issues, enabling ACQ Management to make timely and informed decisions.
- Capture and disseminate business information.

Additional specific responsibilities for this post:

- Support the HAMO in its role of ACQ Resource and Portfolio Management Officer, including planning, monitoring and reporting activities pertaining to procurement, financial and resource activities.
- Demonstrate strong teamwork skills, possess the ability to communicate well, as well as being an active listener, identifying common ground and understanding working towards a common goal.
- Monitor and manage expenditure and examine areas where budgets and expenditure do not meet agreed tolerances.

- As part of the relevant Communities of Practice, participate in the improvement of quality processes and tools.
- Deputize for higher grade staff, when needed.
- Perform any other duties as may be required.

Experience and Education:

- A minimum requirement of a Bachelor's degree at a nationally recognised/certified University in a related discipline and 3 years post-related experience.
- Or exceptionally, the lack of a university/college degree may be compensated by the demonstration of a candidate's particular abilities or experience that is/are of interest to NCI Agency; that is, at least 10 years extensive and progressive expertise in the duties related to the function of the post.
- Significant experience in building reports, statistics or KPIs from various data sources in order to provide management with synthetic overview of business operations.
- Proven knowledge and experience in use of automated tools (e.g. E-procurement applications, ERPs (Oracle, SAP, Automation tools and platforms).
- Strong analytical skills with proficiency in advanced data analysis tools (e.g., Excel, SQL and Power BI). Good understanding and knowledge of data driven software tools (Industry best practices and emerging technologies).
- A demonstrated interest and experience in Acquisition domain, including Project Management, Procurement, Cost Estimation and Analysis or Business Operations, acquired in a large International organization or industry.
- Proven experience to work independently with minimal supervision on complex business management activities and with a vast variety of stakeholders (e.g. Contracting Officers, Project Managers, Finance, Chief People Office, Internal Audit, etc).
- Proven ability to communicate effectively orally and in writing with experience in providing presentations and briefs to upper management.

Desirable Experience and Education:

- Previous experience in Quality, Risk and Process Management.
- Lean practitioner certification or equivalent through experience.
- A good understanding of working on international procurements and outsourcing. Previous experience of working in an international environment, comprising both military and civilian elements.
- Knowledge of NATO rules and regulations.
- 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:

- Creating and Innovating - Produces new ideas, approaches, or insights; creates innovative products or designs; produces a range of solutions to problems
- 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

- Working with People - Shows respect for the views and contributions of other team members; shows empathy; listens, supports and cares for others; consult others and shares information and expertise with them; builds team spirit and reconciles conflict; adapts to the team and fits in well.