



JOB DESCRIPTION

Post Details:

Post Title:	IT Transition and Assurance Manager	Organisational Element: CSO-SMC
Military/Civilian:	CIV	Location: Braine L'Alleud, BEL

Organisation context:

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, NCIA 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.

Organisational Element Statement of Functions:

Service Management and Control (SMC) under the Chief Service Operations (CSO) functional area is accountable for the full lifecycle and support of NCIA's Service Delivery. The SMC function of NCIA operates as the line-2 control following the IBAN 3-lines model and is a Governance body that through its lines of effort, maintains control of the Service Management disciplines.

The Change and Configuration Authority (CCA) Section delivers network protection through defined Change, Configuration, and Release and Deployment Management process execution and distributed authority governance; utilising IT Service Management tools to track and monitor changes and their deployment. The Monitoring, Analysis and Reporting (MAR) Section delivers reporting and real time monitoring to support internal and external stakeholder, business areas engagement permitting the review of Service Level and Operational Targets and in doing so, provides problem management and gap analysis to create continual service improvements.

Through the Transition and Assurance (TA) Section, SMC will facilitate a smooth transition of Services from C3 Capabilities into CIS operations through the service management by design principles, assuring delivery of high-level of services and continual service improvements. SMC enables standardised, repeatable ways of working across the NATO Enterprise, as well as strengthening network protection and enterprise stability. SMC provides the common process components, toolsets, expertise, and resources to support seamless integration and correlated management of services across the static and combined joint operational areas of NATO.

SMC is the governing authority of the Continual Service Improvement process within NCIA. This role is supported through Service Assurance across NCIA's Operational Community. The TA Section works in collaboration with multiple NCIA Business Areas, in order to ensure the transition of services and/or capabilities are seamlessly carried out, following Transition Planning and Support Office's guidance and direction.

Job role description:

The Transition and Assurance Manager is accountable for ensuring the smooth transition of project deliverables into operational services. This role involves planning and executing all transition activities efficiently and on schedule, minimising disruption to business operations. Responsibilities include, but not limited to, creating transition plans, collaborating with stakeholders to meet requirements, and overseeing the transition process to identify and ensure risks are mitigated. The Transition and Assurance Manager also ensures that all service components are successfully handed over to Operations for continual support and maintenance.

The Transition and Assurance Manager is responsible for coordinating, implementing, executing, and enhancing Service Assurance and Continual Service Improvement processes, ensuring they align with NCIA Service Management and Control framework.

Duties and Responsibilities:

Portfolio, programme and project support

- Provides administrative services to project boards, project assurance teams and quality review meetings.
- Uses recommended portfolio, programme and project control solutions for planning, scheduling and tracking.
- Sets up project files, compiles and distributes reports.
- Provides guidance on project management software, procedures, processes, tools and techniques.

Organisational capability development

- Contributes to identifying new areas of capability improvement within the organisation which may be enhancements to skills, technology or processes.
- Develops and maintains a detailed knowledge of capability improvement approaches and techniques and selects appropriate approaches for the organisation.
- Carries out capability improvement assignments, such as maturity or performance assessments to identify strengths and weaknesses.
- Selects and prioritises improvement opportunities, generates buy-in and plans improvement activities justified by measurable organisational benefits.
- Offers support, guidance, advice and suggestions to help continual improvement activities.

Additional duties for this post:

- Assist in the creation of the Agency's Service Transition strategy, plans, and policies, ensuring alignment with business objectives and industry best practices.

- Provide Transition Planning and Support guidance to programme and/or projects
- Ensuring that transition activities are planned and executed in a timely manner.
- Review and update project proposals for inclusion of Transition planning and support activities
- Supports Senior Transition and Assurance Manager with developing strategies and templates for the implementation and evaluation of IT Transition Planning and Support.
- Deputise for Senior Management when required.

Education, Experience and Training (essential):

Education:

- A minimum requirement of a Bachelor's degree at a nationally recognised/certified University in a related discipline and 2 years post-related experience. Or exceptionally, the lack of a university degree may be compensated by the demonstration of a candidate's particular abilities or experience that is/are of interest to NCIA, that is, at least 6 years extensive and progressive expertise in duties related to the function of the post.

Experience:

- Minimum of 2 years experience in Service Management within a medium-large organisation
- Extensive experience in Service Transition Management across multiple industries
- Demonstrated experience in providing advice on the application of relevant Service Management and Service Improvement techniques to various functions or processes;
- Demonstrated ability to manage time effectively and work under pressure while delivering high-quality outcomes in Transition and Assurance;
- Ability to evaluate risks and formulate corrective and improvement plans;
- Demonstrated ability to communicate clearly and professionally, both verbally and in writing, with strong briefing skills and the ability to report at a senior level.

Training/Certifications:

- ITIL Certification
- PRINCE2 Certification, or equivalent Project Management certification;

Education, Experience and Training (desirable):

- Prior experience of working in an international environment, comprising both military and civilian elements.
- Knowledge of NATO responsibilities and organisation, including ACO and ACT.

Behavioural competencies:

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.

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.

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.

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 NCIA is conducted in the English language.