

JOB DESCRIPTION

Head of Strategic Engagements

Grade: G20

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 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.

Executive Management provides cross-Agency coordination of activity to ensure that General Manager (GM) and Chief of Staff (COS) guidance and tasks are synchronized and achieved on time and in line with the Executive intent. This includes development of Agency strategy, proactive planning, management and prioritisation of critical Agency-wide investments and risks and coordination of internal and external engagements with stakeholders, senior committees and boards. The Office reports on the Agency's progress in this respect.

Duties:

The Head of Strategic Engagements is responsible for the development and execution of the Agency's Strategic Engagement Strategy and annual implementation plans. He/She is a key leader in the Executive Management team, which supports the GM and COS and ensures their intent is understood and actioned by the rest of the Agency. This leadership responsibility overrides all other duties in terms of importance. With their direct reports, they also have responsibility for supervising the management of the Strategic Engagements team (SET); the Communications team, Creative Media Centre (CMC) team, Conference Management Services team as well as the Agency liaison team, which drives the relationship with our governance, the Agency Supervisory Board. They assist the Head Executive Management in their duties, in particular in development and tracking of the execution of the team's annual operational plan, focused on GM's priorities and in their duties as Agency Location Principal. When required they run Executive level meetings, ensuring prior preparation, effective conduct of the meetings and delivery of accurate records of decisions and actions arising.

Duties:

Under the direction of the Head Executive Management, the incumbent will perform duties such as the following:

- Lead, motivate and direct staff to ensure delivery of high-quality work within set deadlines, using efficient working methods and promoting a constructive, happy, working atmosphere;
- Supervise the management of the Strategic Engagements team, ensuring executive engagements are planned under a clear strategy, focused on tangible outcomes and aligned with the GM's intent and priorities for the year;
- Supervise the management of the Communications team to ensure the appropriate strategic communications (STRATCOM) messages and other corporate communications are developed and channelled through the right media channels to have best effect;

- Supervise the management of the Creative Media Centre delivering excellent media products and services aligned with Agency priorities;
- Supervise the management of the Conference Management Services team to deliver first class meeting environments for the Agency and external partners as required;
- Supervise the liaison team to ensure the Agency's strategic objectives are addressed by governance;
- Deputise when required for Head Executive Management in their duties, including facilitating executive level meetings with clear purpose, objectives, outputs and outcomes;
- Develop and track execution of the Executive Management annual operational plan, focusing the team on GM's priorities and areas for continuous improvement;
- Deputise as Agency Location Principal for Brussels when required, including coordinating Health and Safety, Facilities Management and Security as well as liaison with NATO HQ stakeholders.
- Deputise for other higher grade staff, when required.
- Performs other duties as may be required.

Experience and Education:

- A Master's degree at a nationally recognised/certified university in a related discipline and 5 years post-related experience. Or a Bachelor's degree with 8 years post related experience;
- Experience in managing strategic engagements' planning and developing strategic communications;
- Experience in leading large, diverse and multi-disciplinary teams, preferably in a multinational environment;
- Proven ability to communicate effectively orally and in writing, with strong briefing skills.

Desirable Experience and Education:

- Training and experience in strategic planning, communications and/or management administration from a national military academy or civilian equivalent;
- Experience of working in a corporate or military headquarters, in support of senior executive leadership;
- Knowledge of NATO responsibilities and organization, including NATO HQ, 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 NCIA is conducted in the English language.

Competencies or Personal Attributes:

Leading and Managing: Provides others with a clear direction; motivates and empowers others; attracts and develops staff of a high calibre; provides staff with development opportunities and coaching; sets appropriate standards of behaviour.

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.

Adapting & responding to change: Adapts to changing circumstances; thrives in conditions of ambiguity; accepts new ideas and change initiatives; adapts interpersonal style to suit different people or situations; shows an interest in new experiences.

Formulating strategies & concepts: Works strategically to realise organizational goals; sets and develops strategies; identifies, develops positive and compelling visions of the organization's future; takes account of a wide range of issues across, and related to, the organization.