



## JOB DESCRIPTION

### Post Details:

Post Title:	<b>Project Manager</b>	Organisational Element:	NATO Infrastructure Services Centre (NISC)
Military/Civilian:	CIV	Location:	Braine l'Alleud, BEL

### 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.

### Organisational Element Statement of Functions:

The NATO Infrastructure Service Centre (NISC) Business Area Lead (BAL) is accountable for planning and executing the full lifecycle management activities (design, transition and operations) for the identified area of responsibility. NISC provides generic, domain independent, technical functionality that enables and facilitates the operation and use of Information Technology resources. NISC services (including: subject matter expertise; acquisition; project management, operations and maintenance; and, disposal) are provided in the following technical domains: Network Services (to include routing, switching and transmission services), infrastructure hosting, storage and processing, infrastructure networking, HW and SW management, databases and web platform services, as well as identity management. Services, are provided throughout the lifecycle to both internal and external customers in both static and deployable settings.

### Job role description:

The Project Manager leads small projects and supports the Senior and Principal Project Managers, assisting the NISC Project Management Group (PMG) to enable effective planning, implementation, and tracking of projects, budgets management, communicates with stakeholders and reports on project progress.

**Duties and Responsibilities:**

**Project Management**

- Defines, documents and executes small projects or sub-projects.
- Works alone or with a small team actively participating in all phases of the project.
- Applies appropriate project management methods and tools.
- Identifies, assesses and manages risks effectively.
- Agrees project approach with stakeholders and prepares realistic project plans (including scope, schedule, quality, risk and communication plans).
- Tracks activities against the project schedule, managing stakeholder involvement as appropriate.
- Monitors costs, times, quality and resources used takes action where these exceed agreed tolerances.

**Project Management Support**

- Working with Lead Project Managers on Business Intake management (Start-ups, Portfolio management, Business planning).
- Working with Project Managers on regular reports based on Agency standard tools and Service Line specific tools.
- Works with Project Managers in preparing and internally coordinating price proposals.
- Contributing as needed in project delivery: reviewing of project documents, site implementation, change management, risk and issue management etc.
- In liaison with PMG Project Managers prepares and maintaining project plans (including Service Now activities)
- Assisting in Resource Allocations / TAS management
- Providing advice as required regarding Agency PM best practice and processes.
- Collaborates with NISC areas in Resource Allocations Management.

**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.

**Additional duties for this post:**

**Project management**

- Deliver on time/cost and scope of Projects under his/her responsibility.
- Contribute to other project activities in support of Senior and Principal Project Managers (from project initiation to project closure).
- Take appropriate actions following Agency procedures and upper management decisions to successfully deliver projects.

- Adopt the project approach defined by his/her Projects Portfolio Manager following Agency processes.
- Develop Project Proposals based on Customer's requirements and agreements.
- Manage Project Team to deliver the project according to Customer's agreements.
- Provide regular accurate Project status reports.

**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:**

Recent experience (at least 3 years) in the management of small projects for a large organisation, preferably in an international environment.

Experience in Project Management tools, managing cost and labour.

Experience in leading small cross-functional team(s).

Experience in project administration (resource management, project financing and budgeting).

**Training/Certifications:**

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

**Education, Experience and Training (desirable):**

**Experience:**

- Knowledge of NATO responsibilities and organization, including ACO and ACT.

**Training/Certifications:**

- Soft skills training within the spheres of team building, customer relationship management and collaboration.
- Service Now training.

**Behavioural competencies:**

- *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.
- *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.
- *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.

**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.