

JOB DESCRIPTION

Post Details:

Post Title:	Head CSE	Organisational Element:	CSE Sigonella
		Job Family:	Management and Administration
Rank/Grade:	G20		
Military/Civilian:	CIV	Location:	Sigonella, Italy

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, 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.

The Directorate of CIS Support Units (DCSU) is responsible to manage, deliver and maintain assigned Communications and Information System (CIS) products and services for the Agency's customers including NATO Headquarters (NHQ), the NATO Command Structure (NCS), NATO Force Structure (NFS), Nations and internal Agency users. DCSU provides liaison, planning and coordinating functions for Alliance Missions, Operations and Exercises. Services are delivered in coordination with the Enterprise Service Operations Centre (ESOC) and Agency Business Areas/Service Centres under the Enterprise Service Delivery Model (ESDM).

Organisational Element Statement of Functions:

NCIA CIS Support Element (CSE) Sigonella, located in Sigonella, ITA, is responsible to manage, deliver and maintain assigned Communication and Information Systems (CIS) products and services for the Agency's customers during peacetime, crisis and war throughout its assigned AOR and as otherwise directed. As the local service provider and Service Management Authority (SMA) for the NATO Intelligence, Surveillance and Reconnaissance Force (NISRF), it supports the NCIA in delivering secure, reliable end-to-end services under the Enterprise Service Delivery Model (ESDM).

Job role description:

The Head of CSE is the senior representative of the NCIA General Manager (GM) for NCIA customers within the CSE AOR. The Head CES is accountable to the Commander CSU Naples for management activities within the identified AOR, the unit and for the workforce assigned. The Head CSE reports to the Commander CSU Naples for the management, delivery and maintenance of CIS systems to provide services within the AOR and as defined in SLAs and other agreements in compliance with NCIA directives and policies and

Host Nation regulations. The Head CSE is accountable for the provision of technical advice to their local customer and other NCIA customers as directed and to coordinate and advise on all service-related issues. The Head CSE is further accountable for establishing local Quality and Risk Management processes and Business Process Management (BPM), and for the assurance that customer agreements are implemented and standards therein met. They are responsible for communicating the overall Agency strategic framework towards the customer as directed, and for the preparation of annual and quarterly reports to internal management and external governance. They are consulted in relation to SLA/Programme of Work (POW) reporting. The Head CSE works closely with the Chief Operating Officer (COO) as part of the Agency's Customer Relationship Management programme, accountable for local price proposal development and ensuring local coherence with the overall Agency strategy.

Duties and Responsibilities:

Strategic planning

- Develops, communicates, implements and reviews the processes which embed strategic management in the operational management of the organisation.
- Leads and manages the creation or review of a strategy that meets the requirements of the business.
- Sets policies, standards, and guidelines for how the organisation conducts strategy development and planning.

Risk management

- Plans and implements complex and substantial risk management activities within a specific function, technical area, project or programme.
- Implements consistent and reliable risk management processes and reporting to key stakeholders.
- Engages specialists and domain experts as necessary.
- Advises on the organisation's approach to risk management.

Organisational facilitation

- Facilitates workgroups to deliver defined goals and outcomes.
- Provides support, guidance and suggestions to workgroups and teams to learn collaborative problem solving and improve their team performance.
- Creates shared responsibilities and sustainable agreements with the team.
- Implements and improves agreed team principles, practices, processes & ceremonies.
- Recognises and works with the strengths and constraints of team dynamics.

Stakeholder relationship management

- Identifies the communications and relationship needs of stakeholder groups.
- Translates communications/stakeholder engagement strategies into specific activities and deliverables.
- Facilitates open communication and discussion between stakeholders.
- Acts as a single point of contact by developing, maintaining and working to stakeholder engagement strategies and plans.
- Provides informed feedback to assess and promote understanding.
- Facilitates business decision-making processes.
- Captures and disseminates technical and business information.

Service level management

- Ensures that service delivery is monitored effectively and that identified actions to maintain or improve levels of service are implemented.
- Ensures that service level agreements are complete and cost-effective across the catalogue of available services.
- Ensures that operational methods, procedures, facilities and tools are established, reviewed and maintained.
- Reviews service delivery to ensure that agreed targets are met.

Performance management

- Forms, maintains and leads workgroups and individuals to achieve organisational objectives.
- Determines and delegates objectives and task responsibilities to individuals or teams — including people management responsibilities as appropriate.
- Sets the quality, performance and capability targets in line with organisational goals.
- Monitors performance and working relationships and provides effective feedback to address individual issues.
- Encourages individual development of skills and capabilities in line with team and personal goals.
- Facilitates the development of individuals by adjusting workload, targets, and team capacity.
- Plays an active role in formal organisational processes such recruitment, reward, promotion and disciplinary procedures.

Continuity management

- Manages the development, implementation and testing of continuity management plans.
- Manages the relationship with individuals and teams who have authority for critical business processes and supporting systems.
- Evaluates the critical risks and identifies priority areas for improvement.
- Tests continuity management plans and procedures to ensure they address exposure to risk and that agreed levels of continuity can be maintained.

Quality management

- Ensures that projects, teams and functions have appropriate practices in place and are meeting required organisational quality levels.
- Determines areas where existing processes should change from analysing audit findings.
- Facilitates improvements to processes by changing approaches and working practices, typically using recognised models.
- Takes responsibility for controlling updating and distributing organisational standards.

Consultancy

- Takes responsibility for understanding client requirements, collecting data, delivering analysis and problem resolution.
- Identifies, evaluates and recommends options.
- Collaborates with, and facilitates stakeholder groups, as part of formal or informal consultancy agreements.
- Seeks to fully address client needs and implements solutions if required.
- Enhances the capabilities and effectiveness of clients, by ensuring that proposed solutions are fully understood and appropriately exploited.

Additional duties for this post:

Under the direction of the Commander CSU Naples but largely under own initiative, the incumbent will perform duties such as the following:

- Directs, co-ordinates and supervises all activities of CSE's assigned resources in the frame of Agency Service delivery to the above mentioned supported entities.
- Ensures effective and efficient use of assigned resources and applies situational leadership (directing, coaching, supporting or delegating) as required.
- Manages all aspects of Customer Relationship Management and Service Level Management.
- Coordinates the development and management of all agreements concerning Service Management within the CSE throughout their lifecycle.
- Analyses service demand and advises on emerging customer requirements, initiates technical, cost and resources assessments, directs development of local deployment schedules, plans and projects for service transition.
- Responsible for local delivery of services in accordance with current service agreement; Plans and supports implementations against available resources and quality targets.
- Manages the CSE work for the development of IT Service Continuity Management (ITSCM), Business Continuity and Disaster Recovery Plan(s).
- Stays abreast of development in Service and Project Management methodologies/tools and technology developments relevant to the area of work and supports the development and implementation of Agency Service and Project Management directives and processes and their application to CSE.
- Interacts with the NCIA Internal IT Service Owners to the local Steering Groups/Boards and liaises with other NCIA entities and customers as required, with authority to commit CSE resources as directed.
- Performs other duties as may be required.
- Deputise for higher graded staff, if required.

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

- Proven experience 5+ years as a Service Owner, IT Service Manager, or similar role, specifically in Resource Management for IT teams, Service delivery and IT operations.
- Excellent communication, leadership, and interpersonal skills.
- Experience with Business Intake and Customer Relationship Management.
- Solid experience applying situational leadership (directing, coaching, supporting or delegating), managing staff and leading teams.
- Extensive experience implementing continual service improvement at the portfolio level.
- Demonstrated ability to align IT services with business goals and drive business value.

Training/Certifications:

- ITIL® 4 Foundation

Education, Experience and Training (desirable):

Education:

Experience:

- Solid experience working in a service provisioning organization as service manager or similar profile with a minimum of three years practice.
- Professional qualification in a field related to the function of the post (Project Management, ITIL, Information Security).
- Working knowledge of Information Security concepts, methods and tools.
- 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:

- ITIL V4 Specialist/Practitioner Level: Drive Stakeholder Value (DSV)
- Certification in a formal Project Management methodology (PRINCE2, PMP, PMBOK etc.).

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.
- *Adhering to Principles and Values* - Upholds ethics and values; demonstrates integrity; promotes and defends equal opportunities, builds diverse teams; encourages organisational and individual responsibility towards the community and the environment.
- *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

- *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.

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.
Travel:	Business travel to NATO and national (NATO and non-NATO) facilities as well as frequent travel between the NCIA offices; May be required to undertake duty travel to operational theatres inside and outside NATO boundaries
Work Environment:	Normal office environment in secured areas.