



JOB DESCRIPTION

Post Details:

Post Title:	Senior Business Analyst	Organisational Element: Chief Customer Office
		Job Family: Business Management
Rank/Grade:	G17	
Military/Civilian:	CIV	Location: The Hague, The Netherlands

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.

Organisational Element Statement of Functions:

The Chief Customer Officer (CCO) is the front door for customers into NCIA, by managing the full customer lifecycle, advocating and shaping customer needs, managing prioritized demand against Agency capacity with commitment to deliver, and monitoring delivery against customer commitments and expectations, so that we can consistently maintain customer focus in order to successfully deliver.

One of the core activities within CCO, part of the Customer Portfolio Management section, is Stakeholder Management, responsible to ensure the right level of involvement is achieved, leading to better project outcomes and reduced risks. Effective stakeholder management is essential for aligning stakeholder needs with project goals, building trust, and securing support for successful project execution.

Job role description:

The Senior Business Analyst (SBA) supports the Section Head in ensuring organisational readiness for new and updated governance policies. The role provides analytical, coordination, and implementation support across the full policy lifecycle — from early awareness and impact assessment, through socialisation and consultation, to organisational adoption and monitoring.

The SBA also contributes to the quarterly NSIP portfolio reporting, ensuring data accuracy, preparation and maintenance of supporting materials and artefacts, analysing data and providing input into conclusions.

The SBA collects, consolidates and manages governance issued taskings and actions, and owns follow-up until closure.

Duties and Responsibilities:**Governance NSIP Policy Support**

- Policy review input: Provide analytical input during policy reviews, identifying operational elements and impacts, gaps, blockers and implementation considerations.
- Policy translation: Translate governance policies into clear, actionable guidance for teams and operational stakeholders ensuring organisational support elements are identified and blockers are surfaced early.
- Compliance interpretation: Interpret governance requirements and ensure organisational practices remain compliant and up to date.
- Policy socialization: Support the Section Head in socialising policies across the organisation, preparing communication materials and facilitating stakeholder understanding.
- Implementation tracking: Track progress, identify delays or gaps, escalate issues, and maintain audit-ready documentation of decisions and actions.
- Update and maintain NSIP policy training material with authorized and implemented policies.

Demand Management

- Reporting: Develop, maintain, and deliver structured reporting packs covering financials, progress, risks, dependencies, and KPI performance across all CIS projects within the programme.
- KPI Management: Track, and analyse KPIs; ensure data accuracy; highlight trends, variances, and emerging issues; and support the Section Head in reviews.
- Tools: Support coordination of the use, configuration, and optimisation of programme management tools (e.g., reporting dashboards, workflow systems, financial trackers) to ensure consistency across all CIS projects.
- Data Quality Assurance: Validate incoming project data, resolve discrepancies, and maintain high standards of accuracy across all artefacts.
- Continuous Improvement: Identify opportunities to streamline reporting, processes, automate data flows, and enhance programme visibility.

Stakeholder Interaction:

- Consolidation: Consolidate taskings and actions issued by Governance bodies, supported by summaries, status updates, and progress reports for the Section Head.

- Action Management: Monitor, coordinate, and follow up on these actions and taskings, ensuring owners deliver qualitative updates within required timelines.
- Solution Oriented: Obtains information and addresses questions that can facilitate movement from problem to resolution stage.
- Ownership: Own assigned actions end-to-end, driving progress, resolving blockers, and ensuring timely completion.
- Issue escalation: Identify emerging issues or delays and escalate appropriately with evidence-based recommendations.

Additional duties for this post:

- Support through structured operational support, prepare briefing materials, and ensure the Section Head has timely, accurate information for governance forums.
- Maintain regular communication with internal and external NSIP stakeholders; support actions that strengthen relationships and improve information flow.
- Support section operations during peak reporting periods and deputise for colleagues when required.
- Help educate project and programme managers on NSIP standards, procedures, best practices, tools, and techniques.
- Contributes to reporting at various levels of the organization.
- Facilitates collaboration with other Agency entities as needed.
- Identifies opportunities to improve customer satisfaction.
- Deputize for higher grade staff if required.
- Perform other functions, as may be 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 3 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 NCI Agency, that is, at least 10 years extensive and progressive expertise in duties related to the function of the post.

Experience:

Experience (at least 1-2 years) in NSIP processes and policies (or similar and comparable security/defence investment programmes), primarily in the area of project delivery within the NSIP governance models.

Experience (at least 2 years) in Project Management in the development, planning, acquisition, delivery of C4ISR services, systems and/or solutions, or elements thereof.

Strong analytical capability with experience in financial and performance reporting.

Familiarity with project lifecycle management and structured delivery frameworks.

Conversant with NATO policy and procurement procedures or with similar and comparable public procurement policies and procedures.

Understanding of how large, multi-year portfolios are monitored, reported, and escalated.

Strong background in analysing financials, performance data, and portfolio trends.

Training/Certifications:

A recognised formal P3M qualification, such as PRINCE2, MSP, PMP, or MoP. The lack of formal qualifications can be compensated by the demonstration of expertise and experience in the domain.

Education, Experience and Training (desirable):

Education:

Master's degree in an information systems, physics or electronics related scientific or engineering discipline supplemented by relevant post-graduate qualifications.

Knowledge of NATO responsibilities and organization, including Allied Command Operations (ACO) and Allied Command Transformation (ACT).

Experience:

Experience in multi-discipline engineering environment.

Prior experience of working in an international environment comprising both military and civilian elements.

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.
- *Persuading and Influencing* - Gains clear agreement and commitment from others by persuading, convincing and negotiating; makes effective use of political processes to influence and persuade others; promotes ideas on behalf of oneself or others; makes a strong personal impact on others; takes care to manage one's impression on others

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 sites and theatres inside and outside NATO boundaries.