Duty Location: **Brussels, BEL**

The Hague, NL

JOB DESCRIPTION
Deputy Head of Human Resources
Human Resources
Grade: **A-4**

This is a position within the NATO Communications and Information Agency (NCIA), an organization of the North Atlantic Treaty Organization (NATO).

The NCIA has been established with a view to meeting to the best advantage the collective requirements of some or all NATO nations in the fields of capability delivery and service provision related to Consultation, Command & Control as well as Communications, Information and Cyber Defence functions, thereby also facilitating the integration of Intelligence, Surveillance, Reconnaissance, Target Acquisition functions and their associated information exchange.

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.

HR provides a solution-oriented service ensuring strategic human capital insight is executed to enhance timely and effective decision making to achieve the overall Agency's goals and strategy. HR establishes and administers policies, guidance and best practices across workforce management, talent acquisition, talent development and staff services.

Duties:

Under the direction of the Head of HR, but largely on own initiative, the incumbent will perform duties such as the following:

– Deputise for the Head of HR on all HR related matters, as and when necessary;
– Supports the Head of HR on strategic planning around the Talent Acquisition, Talent Development, Workforce Management, HR Staff Services and Organisational Development strategies, as well as on their execution;
– Identifies, develops, implements and manages military and civilian human resource requirements and organisational structures in close cooperation with the Military HR leader;
– Ensures the strategic alignment of human resource policies and services with the operations and missions of the Agency in order to advance and evolve policies to capture developments in human resource management;
– Formulates HR Management strategy, planning and policies;
– Develops and maintains HR management annual Objectives and Key Performance Indicators (KPIs);
– Together with the rest of the HR leads determines People Policy priorities and activities;
– Ensures identification of policy-related risk and any mitigating actions that should be taken;
– Leads the team of all HR Business Partners and ensures best practices are implemented consistently across the Agency;
– Implements the Ulrich HR operating model across the Agency in support of the Agency's leadership and strategy;

– Supports all organisational change initiatives through the HR Business Partners;
– 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;
– Extensive relevant experience in HR management, preferably in a multinational matrix and/or IT organisation, to include leadership of a sizable staff team distributed in different locations;
– Thorough knowledge of state-of-the-art human capital management concepts with extensive practical experience in developing and implementing human resource policies and practices that leads to productivity improvements;
– Experience in the use of information technology tools in the field of human resources;
– High degree of Emotional Intelligence, ability to deal authoritatively with complex and sensitive human resources personnel issues tactfully and discretely;
– Experience of change management in a large and complex organization;
– Experience in working in a dynamic high-technology organization;
– Proven leadership of teams and management of staff, with a proven ability to efficiently build a team esprit de corps ideally in an international organization;
– Ability to cope with a large workload in a changing climate environment;
– Proven ability to communicate orally and in writing with good briefing skills.

Desirable Experience and Education:

– Previous experience working in a matrix structure;
– Relevant postgraduate qualifications;
– Accredited HR qualifications;
– Experience of working in an HR Professional in an international IT environment;
– Experience of working with institutional stakeholders or within institutional framework;
– Knowledge of NATO responsibilities and organization, including 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 NCI Agency is conducted in the English language.

Competencies or Personal Attributes:

– Formulating Strategies and Concepts - Works strategically to realise organisational goals; sets and develops strategies; identifies, develops positive and compelling visions of the organisation's future potential; takes account of a wide range of issues across, and related to, the organisation;
– 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.
– Adapting and Responding to Change - Adapts to changing circumstances; tolerates ambiguity; accepts new ideas and change initiatives; adapts interpersonal style to suit different people or situations; shows an interest in new experiences.
– Creating and Innovating - Produces new ideas, approaches, or insights; creates innovative products or designs; produces a range of solutions to problems
– 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.