



JOB DESCRIPTION

Account Manager

Chief Operating Officer (COO) – SLA and SSP Account Manager (SSAM)

Grade: **G15**

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

The NCI Agency has been established with a view to meeting to the best advantage the collective requirements of Allied Command Operations (ACO) 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.

The COO is responsible for the understanding of Customer requirements, the diversification of the Customer base in the effort to offer the best possible C4ISR support to NATO and Nations for the implementation of NATO Strategic Concept and related NATO and Nations decisions. It optimises Customer Relationship Management (CRM), Account Management (AM) and Demand Plan (DP) and Catalogue Management (CM) processes to maximise Customer satisfaction.

The SSAM Branch acts as the Agency's single entry point to NCI Agency for new business from Customers. It develops and implements business models (by account managers) in Customer Funded environment. It manages Customers accounts anchored in Service Level Agreements (SLAs), Service Support Packages (SSPs) and Programme of Work (PoWs), minimises response time to Customer's requests and maximises Customer satisfaction of offered services against scope, time and budget.

Duties:

Under the direction of COO, the incumbent will perform duties such as the following:

- Support the Chief SSAM and Principal Account Managers (PAMs) in managing the portfolio of projects assigned to Demand Management:
 - Support the PAMs in addressing request from Customers, ensuring proper internal coordination;
 - Support the PAM during the start-up and initiation stages of projects, coordinating the necessary parties for the preparation of the formal NCIA offers;
 - Ensure formal NCIA offers meet Agency's quality standards and are in line with expectations of Customers, including quality acceptance criteria, scope and timelines of formal NCIA offers;
 - Monitor, understand, and communicate to customer's progress on request processing, all through project lifecycle. Engages with both Customers and relevant stakeholders for resolution of issues should they arise;
 - Manage project closure, ensuring deliverables are properly submitted to Customers, followed by a formal acceptance, and adequate feedback on Agency performance is obtained from the customer;
 - Monitor the portfolio with regard to its financial status (Planned versus Contracted and actual incomes), operational status (delivery of projects and milestones), and forecast (future cooperation);
 - Support PAMs in providing reporting material on status of the portfolio, including for the development of Programme of Work, Monthly reports and Annual report.

- Support the Chief SSAM in initiating, developing and maintaining business relationships with ACO Customers and organisations, in close collaboration with the Customer Relationship Management / Strategic Partnership Branch, thereby ensuring development of coherent Programmes of Work, well managed and consistent:
 - Develop and implement Cooperation Models to foster smooth implementation of Programmes of Work with ACO Customers;
 - Take proactive initiative in nurturing customer relationships and promote the Agency's capabilities across the different C4ISR domains;
 - Develop, collect and maintain material for the benefit of ACO Customers as well as lessons learned from contacts. Support organisation of workshops and symposia and speak at appropriate venues on items of interest to ACO Customers in the NATO context. Coordinate participation of other branches of the Agency in these venues.
- Support the Principal Account Managers (PAMs) in contributing to:
 - Development of Demand Assessment, based on understanding of the ACO Customer Requirements and the Agency offer based on the Agency Catalogue;
 - The improvement of all relevant portfolio management processes, also liaising with other relevant stakeholders as necessary. This includes development and implementation of SOPs, Metrics Measures and KPIs;
 - The planning and prioritization of the activities in the Account.
- Deputize for higher grade staff, if required.
- Perform other duties as may be required.

Experience and 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 NCI Agency, that is, at least 6 years extensive and progressive expertise in duties related to the function of the post.
- Demonstrable knowledge and understanding of the development, planning and acquisition of C3/C4ISR systems and/or solutions, or elements thereof;
- At least 3-year experience relevant to Portfolio Management or Programme Management;
- Proven and practiced knowledge and understanding of financial, marketing, and strategy principles and concepts;
- Demonstrable knowledge and understanding of Customer Management;
- Demonstrable knowledge and understanding of NATO structures and Customer funding principles;
- Demonstrable ability to effectively communicate orally and in writing with proven briefing and presentation skills;
- Proven ability to work successfully with both military and civilian staff.

Desirable Experience and Education:

- Knowledge of Customer Relationship Management tools and understanding of their use;
- Demonstrated Project Management experience, attained in a military, defence, or industry organization;
- Several years NATO experience or equivalent national experience dealing with NATO agencies.
- Prior experience of working in an international environment comprising both military and civilian elements;
- 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:

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.

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.