



JOB DESCRIPTION

Senior Assistant

Internal Audit

Grade: **G10**

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 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.

The mission of Internal Audit is to enhance and protect organisational value by providing independent, risk-based and objective assurance, advice and insight. Internal Audit assists the NCIO in accomplishing its objectives by bringing a systematic and disciplined approach to evaluate and improve the effectiveness of the organization's risk management, control, and governance processes. The Head Internal Audit is responsible for effectively managing the internal audit activity in accordance with the NCIO Internal Audit charter.

The incumbent will directly support the successful execution of Internal Audit (IA) activities through the professional execution of administrative and IA support activities to the Agency Staff.

Duties:

Under the direction of Head Internal Audit, the incumbent will perform duties such as the following:

- Facilitate the input, extraction and maintenance of information on internal Agency sources relevant to the daily operation. This will typically entail working with the Agency's Internal Management Information Systems (IMIS), to access various financial, operational and managerial data available through the Agency web based tools;
- Maintain the IA documentation
- Assist the IA staff in organizing meetings, workshops and conferences in accordance with Agency procedures. Be responsible for the administrative organizational aspects including requesting conference facilities/hotel accommodation, processing approvals/memos/invitations, requesting linguistic services, quotes from caterers and support to participants;
- Make arrangements for travel / in-Theatre assignments, including associated NATO Travel Authorization, reserving accommodation, submitting security clearances / visit requests, and preparing purchase orders for conference/exhibition fees;
- Enter relevant information in IMIS along with supporting documentation. This includes travel and purchase orders;
- Preparation of correspondence, reports and documents often of a complex technical nature to include tabulation and formulae, using word processing, spreadsheet and graphics applications, in accordance with the Agency's official document formatting guidelines. This will include the correction of language usage where necessary, copying and distributing as appropriate;
- Prepare and circulate proof copies of formal IA reports for necessary review and signatures, ensuring final copies are forwarded for printing, and appropriate distribution lists are forwarded;
- Prepare and process web formatted information and maintain the information on the web pages. This will require familiarity with SharePoint application software;
- Act as a point of contact for the IA staff and deal diplomatically and effectively with a wide variety of issues, including answering enquiries and incoming telephone calls, and assisting in the scheduling of the day-to-day business. Determining, controlling and maintaining the information flow, including e-mail traffic within the office;

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- Drafting of straightforward memoranda, notes and cover letters to documents. Prioritising work and processing it accurately and speedily;
- Filing of correspondence and documents in accordance with the Agency's procedures and providing assistance in obtaining requested documents;
- Assist staff in following the Agency's procedures and guidelines and give appropriate advice;
- Liaise with staff of the Agency and external contacts on issues relating to IA;
- Deputize for higher grade staff, if required
- Perform any other duties as may be required.

Experience and Education:

- Higher vocational training in a relevant discipline with 2 years post-related experience. Or a secondary educational qualification with 4 years post-related experience.
- At least two years' experience in a progressively responsible technical and administrative support job;
- Demonstrated experience and skills in use of personal computer office automation packages, currently Microsoft applications to include SharePoint;
- Familiarity with databases;
- Excellent command of spoken and written English, with a proven ability to communicate effectively both orally and in writing;
- Experience in roles requiring to take initiative and a flexible approach allowing the incumbent to respond reliably and competently to changing requirements in a demanding environment;
- Experience in roles requiring excellent inter-personal skills, and the ability to be responsive and sensitive to both external and internal customers and staff.

Desirable Experience and Education:

- Vocational education in software related and Internet based technologies related to business administration and MIS packages, databases and application software;
- Experience in maintaining web pages;
- Experience within the IA domain;
- 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 NATO CI 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.

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.

Achieving Personal Work Goals and Objectives - Accepts and tackles demanding goals with enthusiasm; works hard and puts in longer hours when it is necessary; seeks progression to roles of increased responsibility and influence; identifies own development needs and makes use of developmental or training opportunities