

## **JOB DESCRIPTION**

### **Business Manager (Operations and Continual Improvement)**

#### **Directorate of CIS Support Units**

Grade: **G22**

This is a position within the NATO Communications and Information Agency (NCI Agency), 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 Directorate of CIS Support Units (DCSU) is accountable and responsible for the management, delivery and maintenance of assigned CIS products and services to the Agency's customers, including NHQ, the NCS, NFS, NATO Nations and internal NCI Agency users. Furthermore, the DCSU provides liaison, planning and coordinating functions for Alliance Missions, Operations and Exercises. All Services are delivered in coordination with the NCI Agency's Enterprise Service Operations Centre (ESOC) and the NCI Agency's Service Lines / Service Centres under the Enterprise Service Delivery Model (ESDM).

#### **Duties:**

Under the direction and guidance of the Director of CIS Support Units (Dir CSUs), the incumbent of this post will be responsible to perform duties such as those outlined below:

#### **Leadership:**

- Principal advisor to Dir CSUs;
- Accountable for planning and managing operational, administrative and financial activities of the DCSU on behalf of the Dir CSUs;
- Provides advice and guidance to CIS Support Units (CSUs) and Operations and Exercises Service Line (OPEX SL) to ensure consistent progress in alignment with the Dir CSUs' direction and guidance;
- Coach, mentor, and develop staff, and empower them to take responsibility for decisions and tasks to accomplish goals and objectives of the team at large;
- Lead staff using performance management process, providing effective performance feedback to meet the organization's expectations for productivity, quality, and goal accomplishment.

#### **Subject Matter Leader:**

- Oversees business initiatives throughout their lifecycle, and through their direct responsibility for the CIS Operations Management Branch (COMB) and Services and Portfolio Management Office (SPMO), ensures the successful delivery of the DCSU's portfolio of CIS products and services, including the resources on which they depend, as detailed in applicable service agreements;
- Accountable, by instrument of the COMB, for the delivery of Information, Information and Knowledge Management (IKM) and Risk Management (RM) support to the DCSU, in close cooperation with enterprise-level stakeholders;

- Responsible for the execution of a DCSU-wide continual improvement programme based on applicable Key Performance Indicators (KPIs) and the collection and analysis of customer feedback to identify, assess, analyse, recommend and implement required improvements.
- Reviews, designs, and executes necessary improvements to the organizational structure and process portfolio to address identified gaps;
- Liaises laterally with other NCI Agency Organisational Elements (OEs) to ensure coherence in executing the Agency's Strategic Plan and Operational Plans as a valuable and contributing member of the Agency's senior management team;
- Participates, on behalf of the DCSU, in working groups and conferences to inform development of - and DCSU input to - Agency's Strategic Plan and Operational Plans, and Agency Directives;
- Deputizes for the Dir CSUs during periods of absence.

**Management and Coordination:**

- Accountable, by instrument of the COMB and SPMO, for directing business analysis including the holistic consideration of people, process, policy, technology, organization and information to ensure portfolio services continue to meet the changing needs of customers;
- In cooperation with Chief Service Operations (CSO), oversees DCSU's contributions to the Agency's Asset Management programme;
- In liaison with CSO and Chief Operating Officer (COO), represents DCSU's interests relative to service performance, availability and capacity;
- Contributes to, and integrates outputs from, Agency Problem Management processes to inform the DCSU's Continual Improvement programme;
- Accountable for Crisis Management and Business Continuity planning across the DCSU.
- Provides advice to the NCI Agency's senior management: the NCI Agency General Manager (GM), the NCI Agency Chief Of Staff (COS) and Director of CSUs;
- Ensures compliance with all relevant prevailing NATO security directives, policies and obligations;
- Stay up to date with new developments in the area assigned, and skilfully brings innovative ideas of others into the implementation;
- Performs other duties as may be required.

**Experience and Education:**

- A Master's degree at a nationally recognised/certified University in Business Management or a relevant related discipline and 10 years post-related experience. Alternatively a Bachelor's degree with 15 years post related experience;
- At least 10 years of experience in a senior NATO, national or relevant industry related appointment, involving leading and managing business operations in C4ISR domain;
- Proficiency in use of office automation and project management software;
- Good knowledge of operations management and forecasting models;
- Thorough understanding of CIS demand and supply process, service management, service operations and continual service improvement;
- Proven and demonstrable knowledge and experience in integrating new CIS capabilities within a NATO or national environment to include the development, management, acquisition and implementation of major CIS capabilities;
- Experience and knowledge interpreting financial data and allocate budgets;
- Thorough understanding of Service Operations, and Service Management and Control;
- Experience in large-scale organisational change management and transformation processes
- Demonstrated ability to work as an integral member of an executive level management team charged with developing and implementing policies and plans, programmes and projects;

- Experience in managing large, diverse and dispersed teams;
- Proven ability to effectively communicate orally and in writing with good briefing skills.

**Desirable Experience and Education:**

- Prior experience of working in an international environment comprising both military and civilian elements;
- Formal qualification(s) in management;
- Knowledge of NATO responsibilities and organization, including NHQ, ACO and ACT.

**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.
- 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.
- Formulating Strategies and Concepts - Works strategically to realize organizational goals; sets and develops strategies; identifies, develops positive and compelling visions of the organization's future potential; takes account of a wide range of issues across, and related to, the organization.
- Adhering to Principles and Values - Upholds ethics and values; demonstrates integrity; promotes and defends equal opportunities, builds diverse teams; encourages organizational and individual responsibility towards the community and the environment.

**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.