



Chief, Business Intake and Account Management
Chief Operating Office
NCI Agency

Grade: **G22**

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 Chief Operating Office (COO) is accountable for aligning demand and supply to create customer value, by leading business planning, prioritizing incoming requests, leading through-life cycle business development, overseeing resource allocation to projects and services, directing data-driven performance improvements, keeping the Agency Portfolio, Programme, Project and Services Management (P3SM) Framework updated and ensuring compliance, supporting full life-cycle support for Service Delivery and continual improvement, supervising compliance with Agency processes, and promoting a collaborative environment for effective and efficient business operations.

The Business Intake and Account Management (BIAM) Branch is responsible for managing business intake and leading the Agency's Project development and implementation, including NATO Security Investment Programme (NSIP) and Programme of Work (PoW), and covering both internal and external customers. This includes capturing and assessing customer requirements, prioritizing the business intake. BIAM Branch also provides business operations management including the exception process with the associated Management Boards, and contributing to the quarterly portfolio reviews chaired by the COO.

The Chief, Business Intake and Account Management is responsible for the planning, coordination and execution of the work with the resources assigned to him/her to ensure its effective support of and contribution to the mission of the NCI Agency. The incumbent is responsible for managing financial and human resources, determining the account management goals, objectives and priorities, preparing operational and business plans and reports, and developing work processes and standards.

As a member of the leadership team of the COO team and the Agency, the incumbent is responsible for planning, aligning with Agency strategic goals and contribute to achieving the ambitions of the NCI Agency Strategic Plan;

Duties:

Under the direction of Chief Operating Officer, but largely on own initiative, the incumbent will perform duties such as the following:

Leadership

- Support the office of the General Manager and the Chief of Staff with the implementation of the NCI Agency Business Plan and the advancement of the strategic outcomes and deliverables of the Business Intake and Account Management (BIAM) Branch of the Chief Operating Office.
- Act as Profession Head for the Account Management Profession.
- Provide leadership to ensure the efficient and high quality delivery of the Business Intake and Account Management (BIAM) Branch.
- Lead by example, providing BIAM Branch management team and staff with clear and actionable direction, in support of NCI Agency strategic and operational initiatives.
- Represent the NCI Agency, as required, in committees, meetings and conferences to promote NCI Agency interests and strategic goals.
- Build, maintain and strengthen relations with internal and external stakeholders to mobilise resources and commitments in support of relevant NCI Agency strategic priorities.

Management and Co-ordination

- Lead, motivate and contribute to the professional development and performance management of BIAM Branch staff to ensure delivery of high-quality work within set deadlines, efficient working methods and a constructive working atmosphere.
- Ensure optimal utilization of available resources to meet the commitments of the BIAM Branch in the conduct of its work.
- Build and lead a cohesive, multicultural and multidisciplinary team, promoting excellence, the highest professional standards and be responsible for contributing to create a work environment where managers support staff in developing their full potential.
- Establish and maintain high-level working relationships with leadership across the NCI Agency and the NATO Enterprise to efficiently deliver and cooperate on corporate initiatives.

Business Intake

- Responsible for the management and control of the business intake process for both internal and external customers, including capturing and assessing customer requirements.
- Responsible for the prioritization of the business intake.
- Responsible for the coordination with the Business Areas for the assignment of projects within their respective portfolios and for resource re-allocation as required.
- Responsible for the reporting and metrics from the Business intake system.
- Responsible for the Exception process along with the associated Management Boards, toolsets and repositories.

Account Management

- Perform Account Management functions, striking a workable and mutually acceptable balance between customer requirements and NCI Agency business and regulatory imperatives.
- Responsible for the lifecycle management of projects with Internal and External Sponsors (NATO Nations, Partner Nations, NATO Force Structure, NATO Agencies, Multi-National Organisations, Investment Committees, ACT, ACO, NHQ).

- Responsible for the creation of new projects, the management of project fund requests both for new projects and for changes to existing projects, ensuring projects are completed and closed.
- Responsible for the coordination between the customers and internal stakeholders, requirements assessment, tasks prioritization, internal coordination, review of legal agreements, and oversight of the final project closure process.
- Contribute and participate in standard P3 management activities, such as portfolio reviews and workload forecasts.
- Understanding the aggregate demand of the Customers under management in the short, medium and long term and administer this properly for planning and forecasting purposes.
- Contribute to Business Intelligence in the COO domain and Demand Forecasting.
- Collaborate and align with the (to be set up) Corporate Portfolio Office (C-PMO) to ensure effective and efficient execution of the Agency-wide portfolio.

Functional area management

- Manage the overall operational, budgetary, and financial responsibilities and activities of the strategic partnership and customer relationship management area;
- Review performance data that includes financial and activity reports, to monitor and measure departmental productivity, goal achievement, and overall effectiveness;
- Manage the preparation and maintenance of reports necessary to carry out the functions. Prepare periodic reports for management, as necessary or requested, to track strategic goal accomplishment.
- Make business decisions that are financially responsible, accountable, justifiable, and defensible in accordance with organization policies and procedures.

Policy development

- Contribute to the preparation of policy and other governance within the strategic partnership and customer relationship management area;
- Assist the COO conducting periodic reviews to ensure that effective policies, systems, processes and controls are in place as required by the NATO Regulations;

Other duties

- Stay up to date with new developments in the functional area assigned, and skilfully bring innovative ideas of others into the implementation;
- Deputize for higher grade staff
- 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 10 years post-related experience, or a Bachelor's degree with 15 years post related experience.
- Extensive experience (at least 10 years), involving leading and managing large-scale Project Management business operations in a technical organisation. Such experience should encompass:
 - Knowledge and experience involving the development, management, acquisition and/ or implementation of major communications, computer, command and control, or intelligence (C4I) systems and/ or programmes.

- Experience of C4I related programme management
- Significant experience in a senior leadership position, involving leading and managing business operations in a complex organisation
- Proven experience in conducting relations at senior level and within a political decision-making environment.
- Experience in managing large, diverse and multidisciplinary teams;
- Proven ability to effectively communicate orally and in writing, with good briefing skills

Desirable Experience and Education:

- Knowledge of demand management and in particular strategic partnership and customer relationship management area
- Experience in large-scale organisational change management, innovation and transformation processes
- Prior experience of working in an international environment comprising both military and civilian elements
- Knowledge of NATO responsibilities and organization, including ACO and ACT as well as national institutions involved in NATO operation.

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:

- 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.
- 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.
- 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.
- Entrepreneurial and Commercial Thinking - Keeps up to date with competitor information and market trends; identifies business opportunities for the organisation; maintains awareness of developments in the organisational structure and politics; demonstrates financial awareness; controls costs and thinks in terms of profit, loss and added value.
- 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.

Travel:

- Business travel to NATO and national (NATO and non-NATO) facilities as well as frequent travel between the NCI Agency offices;
- May be required to undertake duty travel to operational theatres inside and outside NATO boundaries.

Professional Contacts:

The incumbent is responsible for:

- Developing and maintaining well working relations with the stakeholders and customers community
- Promoting the capabilities of the Business Intake and Account Management area within the Agency through two-way dialogue and input based planning processes;

Supervisory/Guidance Duties:

The incumbent on daily basis will manage, lead and provide guidance to staff.

Working Environment: Normal office environment.