



JOB DESCRIPTION

Resource Manager (Workforce)

NCI Agency – NATO Digital Workplace Centre – Office of the Chief

Grade: **G15**

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.

NATO Digital Workplace Centre (NDWC) is accountable to the General Manager for the consolidated Agency consultation and collaboration services that comprise the current Digital Workplace, covering the operational NATO services, across all content classifications and security domains, for desktop computing, mail, instant messaging, video teleconference (VTC), content services platforms, telephony, printing and mobility services. Responsibilities also cover the organisation and support of all digital events, meetings and large-scale conferences for both the Agency and NATO stakeholders. Furthermore, the NDWC also has the responsibility for driving the future roadmaps of these services across the NATO Enterprise to enable a NATO Digital Workplace through new services.

The NDWC is led from its headquarter location in the Agency campus in The Hague (Netherlands). The majority of the technical staff and technical capabilities are located in Agency facilities in Brussels, Mons and Braine L'Alleud (Belgium) and Oeiras (Portugal).

The Chief of the NDW Centre is supported by the Office of the Chief that provides NDWC-wide administrative support and staff management activities. Within the Office of the Chief and in close cooperation with the NDWC Head of Resource and Portfolio Management (RPM) Office, the incumbent will:

- Directly support the successful and professional execution of administrative and staff management activities to the Chief of NDWC and assigned staff;
- Be responsible for the creation and coordination of Workforce requirements and Staff Management Support activities throughout NDWC; providing managers with process guidance to build and maintain a high performing workforce and working environment;
- Be responsible for the support, evaluation, interpretation, assistance and management of information related to recruitment, on-boarding and updating of the workforce assigned to the work area.

Duties:

Workforce planning:

- Gathers, maintains and analyses workforce capability data;
- Performs gap analysis to identify workforce strengths and shortfalls with reference to business strategy and specific future needs;
- Contributes to the development of workforce plans to meet current and future demand;
- Coordinates and schedules ongoing workforce planning activities;
- Assists in maintaining a skills and capability inventory.

Resourcing:

- Supports managers and teams in resourcing and recruitment activities;
- Uses recommended tools for planning, scheduling and tracking resourcing activity;
- Provides guidance on resource management and recruitment software, procedures, processes, tools and techniques;
- Management of the recruitment, release and follow-up process for civilian, military, interns, consultants and Interim Workforce Capacity (IWC) workforce; ensuring to meet relevant KPIs.

Internal Controls:

- Studies and evaluates the audit trails of various operational processes;
- Participates in the testing, review and analysis of existing internal controls;
- Applies new technology-based solutions to specific internal control processes;
- Completes, files and maintains forms used for internal control documentation;
- Makes recommendations for the enhancement of certain internal controls.

Additional duties:

- Managing, through direct liaison with Chief People Office (CPO), of all administrative duties pertaining to personal-in-confidence work, and in particular assistance to the Chief NDWC in the preparation and maintenance of personnel records. Including: keeping up-to-date personnel records and statistical information, taking timely actions on preparation of contract renewals and proposals, proposals for promotion, letters of appreciation and evaluations. In coordination with Chief NDWC, Head of RPM Office and CPO, prepare and manage the Personnel Establishment (PersE) and workforce capacity, ensuring the workforce plan is maintained and reflects true workforce composition;
- Manage and support seamless on-boarding and off-boarding of workforce, including appropriate organisation and coordination of events involving staff, such as newcomers' introductory calls;
- Development and improvement of staff management information portal; including dissemination of all staff management support information, communication and publications, as required;
- Support conflict resolution management issues, enabling Chief NDWC to make informed decisions;
- Ensure delivery of performance management cycle, development and review meetings. Including proposing annual goals, objectives and development plans where required for workforce; maintain and distribute reports on performance management, and prepare statistical data for the Chief NDWC;
- Act as first point of contact for the Chief of NDWC, and deal diplomatically and effectively with a wide variety of issues, opportunities or problems;
- Liaise with senior level administrative staff in other organizational elements to ensure coordination and standardization;
- Perform other duties as may be required;
- Deputise for higher grade staff, if required.

Experience and Education:

- A minimum requirement of a Bachelor's degree at a nationally recognised/certified University in a HR or business management and administration 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 staff / workforce management;
- Demonstrable workforce related professional background or experience, with experience of providing higher level advice to a wider management team and workforce, ensuring key processes and workflows are correctly adhered too - preferably in a Staff Management field;
- Proficiency in using Microsoft Office tools;

- Experience of facilitating work space management and on-boarding activities within a pressured environment;
- Proven ability to effectively communicate orally - using tact and diplomacy - and in writing, with good briefing skills.

Desirable Experience and Education:

- Proven ability to communicate effectively at all levels, whilst building and maintaining strong relationships;
- 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 NCIA is conducted in the English language.

Competencies or Personal Attributes:

- 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.
- 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.
- 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.