



Duty Location: Brussels, BEL

JOB DESCRIPTION
Head, Human Resources Business Partners
CPO
Grade: G20

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 Chief People Office (CPO) is accountable for the quality, implementation and execution of all policies and processes that affect people performance, attitudes and behaviours in a way that delivers business results. We directly impact employee attraction, onboarding, retention, development and staff engagement. We do this by leading the strategic framework and effort for collaboration on culture, values, diversity, staff engagement and development across the Agency.

To ensure we can deliver on this commitment, we designed our CPO function around a model that creates clarity by describing the roles, relationships and the team structure we need to have in place in order to add measurable value to the Agency.

Under the guidance of the Chief People Officer and as a key member of the CPO management team, this position is responsible for leading and overseeing the Human Resources Business Partner (HRBP) team. The individual in this role will be a dynamic leader, tasked with developing and executing a comprehensive people strategy that aligns with and enables the realisation of the Agency's strategic objectives.

The individual will inspire, lead and manage a diverse international team of senior and professional HRBPs. The HRBPs serve as the critical link between the CPO and the business units. They support the business by establishing and executing the people strategy and planning, fostering trusted relationships with senior leaders and managers. They evaluate the organisation's capabilities and collaborate with other roles within the CPO to plan, design and implement the optimal HR solutions to ensure the business can deliver on their plans.

In addition to these responsibilities, the individual will also manage their own business portfolio.

Duties:

Strategy

- Input to the overall people strategy, and drive it across all organisational elements. Staying abreast of industry trends and adapt where appropriate strategies accordingly;
- Utilise available people data to evolve the business performance and support them in making effective data-driven decisions;
- Assess the organisation's capability to deliver on business plans. Partner with other roles within CPO to plan and help design the optimal HR solutions to ensure the business can deliver on their plans;

- Represent the NCI Agency Chief People Officer/Office on official meetings providing strategic input to the delivery, capabilities and projects of the NCI Agency;

Leadership and stakeholder management:

- Lead, inspire and develop a team of highly professional HRBP's;
- Ensure an effective portfolio allocation across the team;
- Responsible for building trusted relationship between CPO and senior leaders within their responsible business area;
- Develop and maintain strong working relationships within CPO and take an active role in developing the broader CPO Agenda;
- Manage the team budget;
- Provide coaching and mentoring for HR Advisors to assist with building a high calibre team with the skills and capabilities needed to deliver the required results;
- Foster close working relationships across NATO Community, including but not limited to Civilian Staff Association, NATO International Staff, NATO Agencies and Strategic Commands;
- Manage Agencies risks and reputation.

HRBP Responsibilities:

- Communicate with a high level of impact with strong influencing and collaborating skills.
- Use experience and knowledge on industry trends, best practices, benchmarks and proven models to anticipate and diagnose the impact of external environment and macro trends to inform decisions related to setting strategy, policy, practices and business initiatives;
- Provide advice and intervention to the business on talent strategies to help drive business performance and growth through effective talent acquisition and management, performance, engagement, with a focus on developing diverse talent across all levels in anticipation of current and future business needs;
- Provide advice and intervention to the business on complex employee relations issues such as disciplinary, grievances (mainly senior cases or emerging trends when asked) ;
- Act as a change agent and enable the business to manage through change.

Deputizes for higher grade staff, if required;

Performs other duties as may be required.

Experience and Education:

- A Master's degree at a nationally recognised/certified University in Human Resources or related discipline with 5 years post-related experience.
Or a Bachelor's degree at a nationally recognised/certified University in a related subject with 8 years post related experience.
- Extensive and progressive Human Resources experience leading and managing an internationally dispersed team of HR professionals, preferably in a technology or commercial organisation.
- A successful track record as a trusted advisor and influencer of business leaders and the strategic direction of an organisation.
- Experience in HRBP roles requiring the ability to think both strategically and tactically when making decisions. This involves aligning people strategies with overall business objectives.

- Demonstrated experience with change and project management; Deep project and change management skills
- Ability to analyse and provide meaningful statistics to make data driven decisions in measuring the effectiveness of the people programs/initiatives and making informed recommendations for improvement
- Experience on providing leadership coaching to build essential capabilities and address and resolve employee issues.
- Proven experience building strong business partnerships and executive presence; able to establish credibility and support with operating leaders and Human Resource team.

Desirable Experience and Education:

- Experience of working in an international environment comprising both military and civilian elements;
- Knowledge of NATO Civilian Personnel Regulations and other relevant NATO policies.

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:

- **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;
- **Planning and organising** - Sets clearly defined objectives; plans activities and projects well in advance and takes account of possible changing circumstances; identifies and organises resources needed to accomplish tasks; manages time effectively; monitors performance against deadlines and milestones.
- **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;
- **Leading and Managing** – Provides others with a clear direction, sets appropriate standards of behaviour, delegates work appropriately and fairly, motivates and empowers others, provides staff with development opportunities and coaching, recruits staff of a high calibre.
- **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 goals.