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Duty Location: **Brussels, BEL**

JOB DESCRIPTION

Principal Assistant (Account Management)

Chief Operating Office – P3M External Customers Section

Grade: **G12**

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 External Customers Section (ECS) of the P3M Branch is responsible for managing business intake and overseeing smooth project execution for the NCI Agency external customers (NATO Nations, Partner Nations, NATO Force Structure, NATO Agencies and Multinational Organisations).

The ECS activities include lifecycle monitoring of customer requirements from submission of the customer request to the successful project completion. It encompasses coordination between the customers and internal stakeholders, requirements assessment, tasks prioritization, coordination with internal stakeholders, review of legal agreements, and Execution Management of the final project closure process. The ECS Account Managers are also engaged in the drafting, execution and support of external customers in the frame of multi-year agreements, such as Multi-Year Programmes of Work (MYPOW) and Multi-Year Cooperation Framework Agreements (MYCFA).

Finally, the ECS Account Managers contribute and participate in standard P3 management activities, such as portfolio reviews, workload forecasts, drafting of future Programmes of Work and Strategic Plans.

Duties:

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

- Support the Account Section Head in managing the portfolio of projects assigned to the Chief Operating Office;
- Provide guidance for the Account Management team in terms of Information and Knowledge Management procedures and processes;
- Assist the Account Management team in addressing requests from sponsors, ensuring proper internal assignment and timely response;
- Assist the Account Management team during the start-up and initiation stages of projects, coordinating the necessary parties for the preparation of formal NCI Agency offers;
- Contribute to the formal NCI Agency offers to ensure they meet with Agency's quality standards and are in line with the expectations of sponsors, including quality acceptance criteria, scope and timelines of the formal NCI Agency offers;
- Support Customer relationship management, liaising with the Customer where necessary;

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- Assist in communication to sponsors to provide progress on request processing, all through project lifecycle;
- Contribute to the management of project closure, ensuring deliverables are properly submitted to sponsors, followed by a formal acceptance, and adequate feedback on the Agency performance is obtained from the sponsor;
- Development of the Demand Assessment, based on understanding of the Customer Requirements and the Agency offer, based on the Agency Catalogue;
- Contribute to monitoring of the portfolio with regard to its financial status (Planned versus Contracted and actual incomes), operational status (delivery of projects and milestones), and demand forecast (future cooperation);
- Support project fund request assurance reviews, contributing to ensure consistency with milestone information and financial information;
- Provide reporting material on the status of the portfolio, including for development of the Programme of Work, Monthly reports and Annual report;
- Contribute to improvement of all relevant portfolio management processes, also liaising with other relevant stakeholders as necessary. Including development and implementation of Standard Operating Procedures (SOPs), Metrics and KPIs;
- Manage and track team tasks, including use of Agency Tasker Tracker Plus or similar tools;
- Planning and prioritization of the activities in the Account;
- Deputize for higher grade staff, if required;
- Performs other duties as may be required.

Experience and Education:

- Higher vocational training in a relevant discipline with 3 years post-related experience. Or a secondary educational qualification with 5 years post-related experience;
- Minimum 3 years' experience in the P3SM domain, including the provision of Portfolio Management support;
- Proficiency in using MS Office, including development of presentations, staff papers, pivot tables and formatting for data collection and organisation;
- Good level of experience in managing knowledge and documents in SharePoint;
- Experience in providing relevant reports to staff and management;
- Demonstrable ability to effectively communicate orally and in writing;
- Demonstrable knowledge and understanding of Customer Management and funding principles.

Desirable Experience and Education:

- Knowledge of the NCI Agency structure;
- Knowledge of Customer Relationship Management tools and understanding of their use;
- Experience in delivering services, and knowledge of IT Infrastructure Library (ITIL);
- Prior experience of working in an international environment comprising both military and civilian elements;
- Knowledge of NATO responsibilities and organization, including Allied Command Operations (ACO) and Allied Command Transformation (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 NCI Agency is conducted in the English language.

Competencies or Personal Attributes:

- 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.
- 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.
- 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 NCIA offices;
- May be required to undertake duty travel to operational theatres inside and outside NATO boundaries.