

Duty Location: **Brussels, Belgium****JOB DESCRIPTION****Executive Assistant****Chief Technology Office – Managing and Optimising Team**Grade: **G12**

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 Chief Technology Office (CTO), led by the Chief Technology Officer, acts as the Agency Technical and Design Authority (ATDA) and the Innovation Lead within the NCI Agency, supporting the GM as the Senior Technology and Innovation Advisor. CTO provides innovation and technical assurance support to all the Agency's organisational entities to ensure the coherent and professional delivery of technical capabilities and services, in line with NATO Enterprise-level architectures and the NCI Agency Strategic Plan and Business Plan. CTO acts as a strategic thinker leading the NCI Agency Technology Strategy and associated strategic change initiatives required to deliver NATO's digital transformation. The CTO function continuously analyses the potential introduction of new technologies into the NCI Agency's Service Catalogue and Technology Roadmaps. CTO is accountable for the technical coherence, architecture integration and application of engineering quality standards of all Information and Communications Technology (ICT) capabilities and services during their design, implementation and execution phases, as part of the NATO Enterprise lifecycle.

The Managing and Optimising Team provides corporate CTO support to projects and is responsible for the corporate control, execution, planning and reporting of all projects assigned to CTO, ensuring its technical quality, risk management and compliance of ICT services and capabilities within the NATO enterprise requirements.

The Executive Assistant to the Chief Technology Officer and its executives is responsible for the direct day-to-day management of the office. This role is suitable for a highly motivated and dynamic administrative professional with superior communication skills and experience in Executive level offices with similar rhythms and workflows.

**Duties:**

Under the direction of the Managing and Optimising Team lead, but largely on own initiative, the incumbent will perform duties such as the following:

**Business administration**

- Manages the delivery of business administration services.
- Manages time and diary for individual senior managers and leadership teams.
- Filters and prioritises meeting requests.

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- Handles sensitive, confidential information.
- Ensures managers have the information and resources needed to support ongoing processes and changes in processes.

### **Calendaring**

- Creates multi-level and repeating tasks for self and others.
- Manages multiple calendars using features such as 'show through' and adding tabs.
- Helps others understand the wide range of functions available with calendaring software.
- Adds notes, attachments or reminders to tasks or appointments for self and others.
- Prints using varied and complex setup, designs and page combinations.
- Compares and contrasts functionality among different releases.

### **Office Administration**

- Organizes and coordinates large meetings and conferences.
- Contributes to office administration improvements and best practices.
- Consults on a full spectrum of enterprise office administration activities.
- Designs office administration functions and workflow.
- Monitors industry and marketplace trends and directions for office administration.
- Monitors effectiveness of support staff; recommends improvements.

### **Additional duties for this post:**

- Act as a first point of contact to the Executive Lead of CTO projects and managing a wide range of challenging Administration issues with the upmost integrity, diplomacy and tact;
- Assisting in arrangements for travel/in-theatre assignments, including associated NATO Travel Authorization, reserving accommodation where appropriate, submitting security clearances/visit requests, and preparing purchase orders for conference/exhibition fees;
- Be responsible for the administrative organizational aspects including requesting conference facilities/hotel accommodation, processing approvals/memos/invitations, requesting linguistic services, quotes from caterers and support to participants. Process electronic purchase requests into financial control systems as required;
- Deputize for higher grade staff or other colleagues in times of absence;
- Performs other administrative duties that 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; Good knowledge and experience in the use of Microsoft Office packages (SharePoint, Word, Excel, PowerPoint and Access or other database applications), in the use of computer-based tools for maintaining established web pages;
- Excellent command of spoken and written English, with a proven ability to communicate effectively orally and in writing;

### **Desirable Experience and Education:**

- Thorough knowledge of NATO/NCIA administrative regulations and procedures;
- Experience on project management good practices;
- Experience of taking minutes at meetings and accurately transcribing them;

- Experience in similar roles supporting Executive Management
- 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 NCI Agency 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.

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.

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.