



JOB DESCRIPTION

Post Details:

Post Title:	Management Assistant	Organisational Element:	NATO Digital Workplace Centre
		Job Family:	Management & Administration
Rank/Grade:	G10		
Military/Civilian:	CIV	Location:	The Hague, NLD

Organisation context:

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.

Organisational Element Statement of Functions:

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 +200 technical staff and technical capabilities are located in Agency facilities in Mons, Brussels 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.

Job role description:

The Management Assistant provides administrative support to Business or Functional Area teams. This role is responsible for scheduling appointments, organizing meetings, and managing correspondence and documents for departmental Information Knowledge Management (IKM). He/ She is responsible for building

effective working relationships and acting as a liaison between departments. This role requires the ability of the incumbent to address confidential information and documents with discretion. This role may act as the deputy Executive Assistant.

Duties and Responsibilities:

Business administration:

- Assists the team/manager in ensuring they have the information needed to support ongoing team processes.
- Assists in planning for meetings.
- Sets up and provides detailed guidance on software, procedures, processes, tools and techniques for administration and workplace productivity.
- Liaises and organises across functions.
- Updates and maintains office policies and procedures.

Conference and Event Management:

- Outlines the steps required in preparation for managing an event.
- Explains the key processes and activities required to run an event.
- Describes the venue, equipment and other criteria to meet event requirements.
- Identifies event collateral e.g. tickets, posters and catalogues that are required for an event.

Calendaring:

- Customizes time ranges, size, shape, layout, etc. in own calendar.
- Receives meeting requests from others and manages own calendar accordingly.
- Uses software to create and review personal tasks and appointments.
- Creates and sends requests for group appointments and meetings.
- Views, retrieves and updates own calendar entries in accordance with procedures and conventions.

Office Administration:

- Assists in developing administrative process flow to and from other functions and departments.
- Coordinates preparation and distribution of standard reports (e.g. status or activity).
- Processes and documents requirements for equipment or staff requisitions.
- Manages current equipment service agreements and support services.
- Develops and maintains physical and electronic filing systems.
- Performs all aspects of administrative support for a location or a department.
- Establish and maintain communication channels with stakeholders.

Specific duties for this post:

Within the Office of the Chief (Administration), the incumbent will directly support the successful and professional execution of administrative and management activities to the Chief of NDWC and assigned staff:

- Providing personal and administrative support ensuring the efficient daily operation of the Chief's office, provide support in overall scheduling of day-to-day business.
- Taking into account Agency meetings and VIP visits, and the timely input to the agendas of such visits. Ensure appropriate organization and coordination of such visits.

- Determine, control and maintain the daily information flow, including e-mail, within the Office of the Chief. Initiate follow-up actions, as appropriate.
- Prepare/compose correspondence, documents, statistical information, and presentations, using word processing, spreadsheets, databases, and graphics applications as appropriate.
- Perform analyses, and compile reports and briefings as directed by Chief NDWC and leadership team.
- Lead Tasker Tracker coordination including representation of NDWC at the TTE coordination meetings. Screen incoming tasks and distribute them to the Action Officers (ensuring appropriate access and distribution) within NDWC as appropriate. Proactively monitor completion of tasks. Support and finalization of the process, ensuring that documents are coordinated with COO/COS in compliance with applicable NCI Agency guidance and matrix organization, and changes/comments are addressed.
- Information Knowledge Management (IKM) Officer for NDWC: design, manage and maintain NDWC's portal and keep them up to the standards as set by the Agency's IKM.
- Act as Internal IT requirements Point of Contact, collecting Internal IT service requirements and providing input.
- Responsible for the internal training of NDWC staff including the coordination of all input and administration; analyses, validates and administers training for NDWC staff based on business needs and (financial) resources available.
- Guidance to staff in following procedures in accordance with NATO and Agency directives; and give appropriate advice.
- Contributes to office administration improvements and practices.
- Manages and supervises the administrative team.
- Liaise with senior level administrative staff in other organizational elements to ensure coordination and standardization.

Education, Experience and Training (essential):

Education:

Higher vocational training in a relevant discipline such as Administration with 2 years post-related experience. Or a secondary educational qualification with 4 years in administrative work.

Experience:

- Demonstrated skills in the use Microsoft applications including Share Point.
- Previous experience in leading a small/junior admin team.
- Excellent command of spoken and written English, with a proven ability to communicate effectively both orally and in writing.
- Proven experience working in a fast-paced and dynamic environment.
- Demonstrable experience of working in Administrative roles delivering results working with minimal supervision.
- Work experience in roles with significant client/customer service functions.
- Experience in applying strong time management skills and taking the initiative to ensure work is completed with high quality results.
- Experience in coordinating and organizing meetings or events.
- Experience in developing relationships across teams.

Education, Experience and Training (desirable):

Experience:

- A good knowledge of NATO organization, internal structure and procedures, the NATO Civilian Personnel Regulations and other relevant financial and administrative directives.
- Practical experience in working for other NATO agencies or organizations.
- Prior experience of working in an international environment comprising both military and civilian elements.
- Knowledge of NATO responsibilities and organization, including ACO and ACT.

Behavioural competencies:

- *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.
- *Achieving Personal Work Goals and Objectives* - Accepts and tackles demanding goals with enthusiasm; works hard and puts in longer hours when it is necessary; seeks progression to roles of increased responsibility and influence; identifies own development needs and makes use of developmental or training opportunities.
- *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.
- *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.

Language:

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.