



JOB DESCRIPTION

Post Details:

Post Title:	Risk and Quality Analyst	Organisational Element:	Chief Technology Office
Military/Civilian:	NIC	Location:	Brussels, Belgium

Organisation context:

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 NCIA 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:

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 NCIA, 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 NCIA Strategic Plan and Business Plan. CTO acts as a strategic thinker leading the NCIA 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 NCIA'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.

Job role description:

The role holder is to support CTO business in their daily management of risks and uncertainties, to analyse and roll-up to higher level risks those project/service risks that may be grouped by similarities and monitor and those risks identified in the CTO portfolio of risks.

The role holder is to lead and support the implementation of processes, procedures and guidelines to

investigate, assess, address and report on potential risks within a specific function or business area or portfolio/program/project or service.

The role holder is to manage and support use of COTS/dedicated risk management tools (ServiceNow and dedicated tools) and prepare CTO risk management reports to various stakeholders;

The role holder is to lead the definition, implementation and continuous improvement and maintenance of CTO Business Processes and its inclusion in Agency Processes Framework (APRoF).

Duties and Responsibilities:

Process Management

- Analysing existing CTO processes, identifying inefficiencies and design new processes to improve CTO effectiveness.
- Monitor the execution of CTO processes to ensure they are followed and evaluate their effectiveness over time.
- Continues assessment of CTO processes and propose enhancements when needed.
- Training CTO staff on new processes
- Maintain accurate documentation of CTO processes.

Risk management

- Carries out risk management activities within a specific function, technical area or project of medium complexity.
- Identifies risks and vulnerabilities, assesses their impact and probability, develops mitigation strategies and reports to the business.
- Provide administrative support for the Risk Management; maintain and update risk management database, schedules, records and other documents
- Deliver regular and ad-hoc risk reporting, prepare reports on significant matters requiring management action or intervention, or changes to policies/procedures.
- Perform regular checks on data quality of risk management systems.
- Produce reports or presentations that outline findings, explain risk positions, or recommend changes.
- Plan, and contribute to development of, risk management systems. Involves specialists and domain experts as necessary.

Specialist advice

- Provides detailed and specific advice regarding the application of their specialism to the organisation's planning and operations.
- Where appropriate, collaborates with other specialists to ensure advice given is appropriate to the organisation's needs.

Methods and tools

- Provides advice and guidance to support the adoption of methods and tools and adherence to policies and standards.
- Tailors processes in line with agreed standards and evaluation of methods and tools.
- Reviews and improves usage and application of methods and tools.

Portfolio, programme and project support

- Provides administrative services to project boards, project assurance teams and quality review meetings.
- Uses recommended portfolio, programme and project control solutions for planning, scheduling and tracking.
- Sets up project files, compiles and distributes reports.
- Provides guidance on project management software, procedures, processes, tools and techniques.

Data modelling and design

- Applies standard data modelling and design techniques based upon a detailed understanding of requirements.
- Establishes, modifies and maintains data structures and associated components.
- Communicates the details of data structures and associated components to others using the data structures and associated components.

Additional duties for this post:

Under the direction of the CTO Risk & Quality Manager the role holder will lead the definition and implementation of CTO Business Processes and its inclusion in Agency Processes Framework (APRoF). The following duties will be also part of the active role

Quality management

- Uses appropriate methods and a systematic approach to developing, maintaining, controlling and distributing quality and environmental standards.
- Makes technical changes to and controls the updates and distribution of quality standards.
- Distributes new and revised standards.

Quality assurance

- Contributes to the collection of evidence and the conduct of formal audits or reviews of activities.
- Examines records for evidence that appropriate testing and other quality control activities have taken place.
- Determines compliance with organisational directives, standards and procedures and identifies non-compliances, non-conformances and abnormal occurrences.

Change control

- Develops, documents and implements changes based on requests for change.
- Applies change control procedures.
- Applies tools, techniques and processes to manage and report on change requests.

Education, Experience and Training (essential):

Education:

A minimum requirement of a Bachelor's degree at a nationally recognised/certified University in a 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, that is, at least 6 years extensive and progressive expertise in duties related to the function of the post.

Experience:

At least 2 years of practical experience in:

- Risk management and working in a project, programme or portfolio office;
- Process Management in a large organization

Demonstrated experience in roles requiring the ability to plan, organize, coordinate and complete work assignments in a timely manner as well as work successfully with diverse stakeholders.

Training/Certifications:

Professional certificates: Managing Successful Projects with PRINCE2 (or equivalent), Management of Risks (MoR) (or equivalent);

Education, Experience and Training (desirable):

Education: Master degree or equivalent in the area of knowledge of Risk Management and/or Process Management.

Behavioural competencies:

- *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.
- *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
- *Working with People* - Shows respect for the views and contributions of other team members; shows empathy; listens, supports and cares for others; consults others and shares information and expertise with them; builds team spirit and reconciles conflict; adapts to the team and fits in well.

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 NCIA is conducted in the English language.