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Duty Location: **Brussels, BEL**

JOB DESCRIPTION

Chief Capability Delivery Officer

NATO Communications and Information Agency (NCIA)

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 Information Technology 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 Capability Delivery Officer (CCDO) is accountable for the disciplined, reliable delivery of the Agency's products and services. Serving as the Agency's "Factory" for capability delivery, the role operates with a single-minded focus on execution, ensuring projects are delivered on time, on budget and to agreed requirements.

The CCDO leads end-to-end delivery from programme mobilisation through build, test, accreditation and transition ensuring that capabilities are fit for use, fit for purpose and ready to transition into service. By driving delivery performance, accountability and execution at pace, the role ensures the Agency consistently delivers on its commitments and meets the expectations of customers and governance.

As a member of the Agency Executive Leadership Team, the incumbent drives a culture of execution, accountability and delivery performance, ensuring the Agency delivers on its strategic priorities and commitments.

Duties:

Under the direction of General Manager, the incumbent will perform duties such as the following:

Leadership

- Embody and role model the NCIA culture principles of Customer First, Together and Impact.
- Ensure optimal utilization of available resources, prioritizing speed, agility and decisiveness, to meet the commitments of the Agency in the conduct of its work.
- Lead with the customer at the centre of every decision, build bridges across organizational pillars and drive delivery with the ownership and pace the mission demands.

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- Provide strategic and actionable direction in support of NCIA strategic and operational initiatives.
- Build, maintain and strengthen relations with internal and external stakeholders, modelling collaborative, customer-first behaviours, to optimally mobilise resources and commitments in support of relevant NCIA strategic priorities.
- Build and lead a cohesive, multicultural and multidisciplinary team, promoting excellence, the highest professional standards and create psychologically safe work environments that enable managers and staff to develop their full potential.
- Establish and maintain high-level working relationships with leadership across the NCIA and the NATO Enterprise to efficiently deliver and cooperate on corporate initiatives through trust and alignment.
- Lead, motivate and contribute to the professional development and performance management of Agency staff, holding oneself and others accountable for delivery and high-quality work within set deadlines, efficient working methods and a constructive working atmosphere.
- Represent the NCIA, as required, in Agency Governance Bodies, committees, meetings and conferences to promote NCIA interests and strategic goals.

Programme & Project Delivery

- Lead all programme and project delivery activities for capability development.
- Ensure delivery is predictable, controlled, and aligned to agreed scope, schedule, and budget.
- Establish and enforce delivery standards, methodologies, and governance.

Capability Delivery Management

- Translate product and capability requirements into executable delivery plans.
- Ensure effective coordination across teams to deliver integrated capabilities.
- Maintain clear accountability for delivery outcomes and performance.

Contracting & Supplier Delivery

- Oversee contracting activities to ensure delivery obligations are clear, achievable, and enforceable.
- Manage supplier performance to ensure quality, timeliness, and value.
- Ensure, in coordination with the Chief of Acquisition, alignment between contractual commitments and delivery plans.

Systems Engineering

- Ensure robust systems engineering practices across the delivery lifecycle.
- Maintain integrity between requirements, design, build, and integration.

- Manage complexity and interdependencies across systems.

Test, Validation & Assurance

- Lead comprehensive test and validation processes to ensure capabilities meet requirements.
- Oversee penetration testing, assurance, and accreditation activities.
- Ensure all deliverables meet required quality, security, and compliance standards.

Product Maintenance & Lifecycle Support

- Ensure delivered products and services are maintainable, supportable, and resilient.
- Oversee ongoing maintenance and updates post-deployment.
- Feed operational insights back into continuous improvement.

Service Transition

- Ensure smooth transition of capabilities into live service environments.
- Confirm operational readiness, support models, and user adoption.
- Minimise disruption and ensure continuity of service.

Experience and Education:

A Master's degree at a nationally recognised/certified University in Business Management or a relevant related discipline and 15 years post-related experience. Alternatively, a Bachelor's degree with 20 years post related experience;

Extensive experience, at the executive management level, involving leading and managing change in a dynamic technical organisation. Such experience should encompass:

- Proven leadership of large, multi-disciplinary delivery organizations (e.g. 300 - 1000+ staff across programs, PMO, engineering, and operations).
- Proven ability to define and execute an enterprise delivery strategy aligned to organizational goals.
- Strong track record delivering complex, large-scale programs and portfolios.
- Experience managing competing priorities, dependencies, and delivery risks at scale.
- Strong experience in delivery risk management, assurance, and escalation handling.
- Proven track record implementing delivery performance frameworks and KPIs and instituting formal service transition governance.
- Strong understanding of large-scale technology delivery, including:
 - Cloud transformation
 - Software delivery lifecycle
 - Systems integration
- Experience aligning delivery approaches with modern engineering and product practices.

- Experience with selecting and managing the performance of external vendors and outsourced service support.
- Business change management experience in large geographically dispersed organisations.
- Knowledge of State-of-the-art project and programme management processes, procedures and tools, including risk management, benefits realisation, stakeholder management.
- Proven ability to effectively communicate orally and in writing, with exceptional briefing skills.
- Proven experience in innovation and transformation processes.
- Proven experience conducting relations at senior level and within a political decision-making environment.
- Proven experience in managing large, diverse and multidisciplinary teams successfully employing modern, inspirational leadership practices.

Desirable Experience and Education:

- Knowledge and experience involving the development, management, acquisition and/ or implementation of major communications, computer, command and control, or intelligence (C4I) systems and/ or programmes.
- 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 NCIA is conducted in the English language.

Competencies or Personal Attributes:

Leading and Managing: Provides others with a clear direction; motivates and empowers others; attracts and develops staff of a high calibre; provides staff with development opportunities and coaching; sets appropriate standards of behaviour.

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.

Entrepreneurial Thinking: Keeps up to date with best practice and industry trends; identifies business opportunities for the organization; maintains awareness of developments both internally and externally; demonstrates financial awareness; controls costs and thinks in terms of gains, losses and added value.

Adhering to principles & values: Upholds ethics and values; demonstrates integrity; promotes and defends equal opportunities, builds diverse teams; encourages organizational and individual responsibility towards the community and the environment.

Relating & 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 & responding to change: Adapts to changing circumstances; thrives in conditions of ambiguity; accepts new ideas and change initiatives; adapts interpersonal style to suit different people or situations; shows an interest in new experiences.

Formulating strategies & concepts: Works strategically to realise organizational goals; sets and develops strategies; identifies, develops positive and compelling visions of the organization's future; takes account of a wide range of issues across, and related to, the organization.