



## **SUPREME HEADQUARTERS ALLIED POWERS EUROPE**

**TALEO Job Number: 241687**

**Vacancy Number: G189/24**

**Post Number: OCG GXGX 0070**

**Job Title: Assistant (Administration)**

**NATO Grade: 8**

**Basic Monthly Salary (12 x per year): 3,833.04€, tax free**

**Closing Date: Thursday 12 December 2024**

### **POST CONTEXT/POST SUMMARY**

The NATO Communications and Information Systems (CIS) Group plans, deliver and supports NATO's Deployable Communication and Information Systems (DCIS) in order to enable command and control (C2) for NATO's deployed HQs.

The NATO CIS Group HQ Command Group is responsible for decisions, directives and strategy to achieve NCISG's mission of ensuring provision of NATO-wide cost-effective interoperable and secure Deployable Communication & Information Systems (DCIS) capability in support of NATO operations and exercises. NCISG CG directs the activities of the NATO Signal Battalions executing that mission.

The Office of the Commander is responsible for exercising command and control over all NATO CIS Group HQ staff, NATO Signal Battalions and Deployable CIS Modules and for directing them in providing CIS service provision at deployed locations.

The incumbent in this twinned-post environment is responsible to COM NCISG/DCOS Cyberspace in providing administrative and management assistance in both NCISG and SHAPE DCOS Cyberspace roles.

### **PRINCIPAL DUTIES**

The incumbent's duties are:

1. Provide administrative and organisational support to the Commander NATO CIS Group and Deputy Chief of Staff Cyberspace (COM NCISG/DCOS Cyberspace).
2. Responsible for the day-to-day running of the Outer Office and its daily administration through ensuring appropriate administrative support; including ensuring internal procedures are observed; drafting/reviewing reports, point papers, memoranda, and cover letters to documents; preparing/drafting a wide variety of documents (including IERs,

national evaluation reports, tables of figures, presentations) using standard software packages used by NATO (Microsoft Office suite) and APMS.

3. Initiate, organise and prepare meetings and office calls chaired by COM NCISG/DCOS Cyberspace, to include:

- Timely and accurate preparation of documentation, loading of presentations, setting up conference meeting rooms.
- Write records of decisions and/or minutes of meetings necessitating knowledge of current issues within NCISG and SHAPE Cyberspace Directorate due to the complex subjects discussed.
- Initiate meetings/office calls to comply with COM NCISG/DCOS Cyberspace preferences and guidance as well as to prepare COM NCISG/DCOS Cyberspace for upcoming meetings /conferences/TDY.
- Approve and schedule requests for meetings/appointments with COM NCISG /DCOS Cyberspace using discretion, knowledge of current priorities and requirements.

4. Liaise with staff and external organisations for COM NCISG/DCOS Cyberspace, and accompanying staff, to attend high-level meetings/conferences and visits to NCISG subordinate commands. Prepare travel plan and administrative paperwork, book flights, transport and accommodation and collate required documentation for the travelling party.

5. Facilitate interaction between NATO CIS Group / SHAPE Cyberspace Directorate and other elements in dealing with the COM NCISG/DCOS Cyberspace day-to-day diary organisation.

6. Responsible for protocol/administrative issues relating to:

- Arrangements for high level visits and events up to 4-star level.
- Provide guidance to staff assigned tasks relating to high-profile events, which include Change of Command Ceremony, Handover-takeover, and Exercise Distinguished Visitors' Day.
- Plan and organize COM NCISG/DCOS Cyberspace hosted official functions/activities, including guest list preparation /invitations /replies / submitting funding requests.
- Advise COM NCISG/DCOS Cyberspace on protocol requirements and diplomatic sensitivities for official functions.
- Organise and prepare for visits of officials of all levels to COM NCISG/DCOS Cyberspace and receive/welcome and assist said visitors.

7. Liaise with COM NCISG/DCOS Cyberspace driver and chef to meet COM NCISG/DCOS Cyberspace requirements.

8. Maintain contact list of external and internal contacts and social list.

9. Maintain information archive (electronic and/or hard copy) on all formal information relating to the COM NCISG/DCOS Cyberspace.
10. Screen, filter and determine the distribution of incoming correspondence and maintain an effective follow-up for pending actions/taskings, including classified documents.
11. Set priorities without supervision within the day-to-day routine work by maintaining a good understanding of the COM NCISG/DCOS Cyberspace priorities and of the ongoing work of the three functional areas (NCISG, J6 Cyberspace and Cyberspace Operations Centre).
12. Communicate, follow-up and enforce COM NCISG/DCOS Cyberspace instructions by liaising and maintaining good working relationship with internal and external commands, authorities/agencies and Divisions/Branches, and thereby ensuring coordination and standardisation.
13. Serve as the principal point of contact for queries/requests of wide ranging nature.
14. Provide constructive recommendations to improve office procedures, to be more efficient in managing information and using office tools, and provide guidance to the staff of NCISG/SHAPE Cyberspace Directorate on the preparation of documents.
15. Provide information search and retrieval services using EDMS, NIP, TT+ and internet sources.
16. Functional Administrator for ECDM and TTE+ and FO POC/user of APMS.
17. Carry out special projects of a non-routine administrative nature as tasked by the COM NCISG/DCOS Cyberspace.
18. Provide ad hoc administrative support to the NCISG Command Senior Enlisted Leader and NCISG Legal Advisor.
19. Maintain flexibility to work outside normal working hours.

### **SPECIAL REQUIREMENTS AND ADDITIONAL DUTIES**

1. The incumbent may be required to undertake deployments in support of military operations and exercises, and/or TDY assignments, both within and without NATO boundaries up to 180 days. The employee may be required to perform a similar range of duties elsewhere within the organization at the same grade without there being any change to the contract.

### **ESSENTIAL QUALIFICATIONS**

#### **A. Professional/Experience**

##### Experience

1. Experience in providing administrative support to a senior leader or manager in a large organization.

2. Minimum 2 years' experience in, or familiarity with, protocol requirements for meetings and functions.
3. Ability to manage multiple taskings and shifting priorities.
4. Minimum 2 years' experience in receptionist-type activity such as greeting senior officials both in person and by phone.
5. Ability to compile minutes of large-group meetings.
6. Ability to shift work priorities in line with changing circumstances.

**B. Education/Training**

Secondary education and basic training for specific task related skills, with 3 years' experience.

**C. Language**

English - SLP 3332 - (Listening, Speaking, Reading and Writing)

**DESIRABLE QUALIFICATIONS**

**A. Professional Experience**

1. Typing speed of 60 wpm in English using a word processor.
2. Minimum 2 years' administrative experience in military headquarters/international organisation.
3. Minimum 1 years' experience in the handling of sensitive and classified documents and messages.
4. Meticulous approach to correspondence matters.
5. Very good knowledge of English punctuation and grammar.
6. Ability to communicate in English clearly and accurately.
7. Minimum 1 year's previous experience providing administrative support to a NATO Flag-level officer/Senior Management.
8. Previous experience in the management of personnel in an international organization.
9. Minimum 1 year's previous experience in a NATO environment/multinational organization.

**B. Education/Training**

1. NATO C4ISR Orientation for Officers (CCC-SM-22206) provided by NATO Communications and Information Academy (NCI Academy)
2. NATO Orientation Course (ETE-MW-3834) provided by NATO - School Oberammergau (NSO)
3. NATO Protocol Course (ETE-SP-31399) provided by NATO - School Oberammergau (NSO)

### **C. Language**

English - SLP 4343 - (Listening, Speaking, Reading and Writing)

### **ATTRIBUTES/COMPETENCIES**

1. **Personal Attributes:** Requires self-motivation, reliability, a courteous and helpful manner, tact and sense of teamwork when dealing with a variety of different nationalities and high ranking officers, Able to handle, on his/her own, a variety of situations affecting the responsibilities of the office. The incumbent must display sound and common sense to decide on when to consult with supervisor.
2. **Professional Contacts:** Regular professional contacts with others inside and/or outside immediate organisation on functional matters. Solicits/gives information and provides advice/guidance.
3. **Contribution to Objectives:** Work involves the provision of information or analysis of part of a task assisting others to take action within the organisation.

### **REMARKS:**

Twinned with OSC CXXX 0030 (SHAPE)

During crisis of MLE the incumbent is reassigned to the NCISG HQ Crisis Establishment (CE) or the DCIS Support Group, as detailed in the respective CE.

**Duration of contract:** Serving staff members will be offered a contract according to the NATO Civilian Personnel Regulations (NCPR). Newly recruited staff will be offered a definite duration contract of three years normally followed by an indefinite duration contract.

The salary will be the basic entry-level monthly salary defined by the NATO Grade of the post, which may be augmented by allowances based on the selected staff member's eligibility, and which is subject to the withholding of approximately 20% for pension and medical insurance contributions.

NATO is committed to diversity and inclusion, and strives to provide equal access to employment, advancement, and retention, independent of gender, age, nationality, ethnic origin, religion or belief, cultural background, sexual orientation, and disability. NATO welcomes applications of nationals from all member Nations.

Building integrity is a key element of NATO's core tasks. As an employer, NATO values commitment to the principles of integrity, transparency, and accountability in accordance with international norms and practices established for the defence and related security

sector. Selected candidates are expected to be role models of integrity, and to promote good governance through ongoing efforts in their work.

We believe that all people are capable of great things. Because of this, we encourage you to apply even if you do not meet all of the criteria listed within this job description.

Applicants who prove to be competent for the post but who are not successful in this competition may be offered an appointment in another post of a similar nature, which might become vacant in the near future, albeit at the same or lower grade, provided they meet the necessary requirements.

## **ADDITIONAL INFORMATION**

Applications are to be submitted using NATO Talent Acquisition Platform (NTAP) (<https://nato.taleo.net/careersection/2/jobsearch.ftl?lang-en>). Applications submitted by other means (e.g. mail, e-mail, fax, etc) are not accepted. More information to be found on these links:

6 Tips for Applying to NATO Application Process 5 NTAP allows adding attachments. A copy of the qualification/certificate covering the highest level of education required by the job description must be provided as an attachment. Essential information must be included in the application form. Particular attention should be given to Education and Experience section of the application form. The application should be in English. Shortlisted candidates will be requested to provide original documentary evidence and a set of copies supporting statements in their applications. After submitting your application, you will receive an acknowledgement of receipt of your application.

Remarks:

- A) Only nationals from the 32 NATO member states can apply for vacancies at SHAPE.
- B) Applications are automatically acknowledged within one working day after submission. In the absence of an acknowledgement please make sure the submission process is completed, or, re-submit the application.
- C) Candidates' individual telephone, e-mail or telefax enquiries cannot be dealt with. All candidates will receive an answer indicating the outcome of their application

NATO will not accept any phase of the recruitment and selection prepared, in whole or in part, by means of generative artificial-intelligence (AI) tools, including and without limitation to chatbots, such as Chat Generative Pre-trained Transformer (Chat GPT), or other language generating tools. NATO reserves the right to screen applications to identify the use of such tools. All applications prepared, in whole or in part, by means of such generative or creative AI applications may be rejected without further consideration at NATO's sole discretion, and NATO reserves the right to take further steps in such cases as appropriate.

## **HOW TO APPLY FOR A NATO CIVILIAN POST AT SHAPE:**

Applications are to be submitted using NATO Talent Acquisition Platform (NTAP) (<https://nato.taleo.net/careersection/2/jobsearch.ftl?lang-en>). Applications submitted by other means (e.g. mail, e-mail, fax, etc) are not accepted.

More information to be found on these links:

[6 Tips for Applying to NATO](#)

[Application Process](#)

Shortlisted candidates will be requested to provide original documentary evidence and a set of copies supporting statements in their applications. Appointment is subject to obtaining a NS security clearance and a medical certificate.