



ALLIED LAND COMMAND



Job/Post Number: Assistant (Family Support, Morale and Welfare)

Title: OLC RSXF 0030

Division: Base Support Group

Clearance Level: NATO SECRET

Salary (Pay Basis): 14,870 TRY

Grade: NATO Grade 10

NATO Body/Post Location: ACO / Land Command Headquarters, Izmir (TUR)

Closing Date: 09.08.2021

1. Post Context/Post Summary

Allied Land Command (LANDCOM) HQ is the Theatre Land Component and Land Advocate responsible for coordinating and synchronizing NATO and Partner Land Forces by enabling land domain readiness, interoperability, standardization, and competency; on order deploys headquarters elements to provide planning, coordination, and command capabilities to Allied forces.

The Support Directorate is responsible for providing LANDCOM with organizational structures, personnel, logistics, communications and information systems and base support.

The Base Support Group provides LANDCOM with transportation, infrastructure maintenance, air travel support, Morale and Welfare activities, printing, supply and property control and coordinates with the Host Nation the provision of security and safety.

The Family Support, Morale and Welfare provides language interpretation and delivery of privileges and immunities to staff and their families along with social events and gatherings to facilitate their living and working in Turkey.

The Assistant (Family Support, Morale and Welfare) is responsible for controlling the entitlements to privileges, helping members of the staff and their families with Host Nation administrative processes, especially regarding privileges, and assisting in the provision of morale and welfare activities and support to LANDCOM personnel.

2. Principal Duties

The incumbent's duties are:

1. Assist Section Chief in providing morale and welfare support to LANDCOM personnel.
2. With the supervision and assistance of the Section Chief, evaluates, interprets and applies host nation law and international agreements.
3. The incumbent is expected to understand and apply the fundamental principles and the application of status of forces agreements (SOFA) and other international agreements and is responsible for applying host nation law with respect to official taxation.
4. Coordinates closely with the host nation MOD and customs authorities.
5. Operates and maintains a database showing all LANDCOM personnel, which reflects their level of entitlement to duty free privileges (full, restricted or nil).
6. Processes valued added tax claims for all entitled NATO civilian personnel, and for entitled NATO military personnel who do not have a National Support Unit in country.
7. Issues access forms to all official visitors to LANDCOM who are entitled to make duty-free purchases.
8. Prepares and submits regular reports to host nation authorities on customs issues and duty free entitlements.
9. Operate and supervise all NATO welfare facilities and activities provided for the LANDCOM IZMIR community.
10. Responsible for the overall operation, management and administration of the HQ Retail Store and relevant contract by making sure that terms and conditions outlined in same are respected and that the stock on hand is always available.
11. Prepares and submits monthly HQ Tax Exemption Requests (franchises) of rationed and non-rationed items, that will be purchased by authorized HQ personnel in the Retail Store, in accordance with the Agreement and EOL between NATO and Turkey, specific host nation laws and NATO Directives, relevant Supplements and Post Regulations that regulate the tax exemption status of NATO military and civilian personnel.
12. Safeguard, disburse and account of all monies and property of the NAF.
13. Responsible for timely ordering of new supplies for the MWR activities.
14. Responsible for correct and timely payments of all ordered supplies.
15. General administration and property accounting, including the compliance with all directives of LANDCOM IZMIR MWR.
16. Provide support advice (includes representation and participation in committees, conferences boards, working group meetings).
17. Coordinate MWR support for LANDCOM in training and exercise events.

3. Special Requirements and Additional Duties

The employee may be required to perform a similar range of duties elsewhere within the organisation at the same grade without there being any change to the contract

The incumbent is required to undertake operation deployments and/or TDY assignments both within and without NATO's boundaries up to 30 days.

The work is normally performed in a Normal NATO office working environment.

Normal Working Conditions apply.

The risk of injury is categorised as: No Risk

4. Essential Requirements

a. Professional/Experience

(1) Business administration

Activities that involve planning, organizing, directing, coordinating, controlling, and evaluating the use of people, money, materials and facilities to accomplish assigned functions and tasks.

Wide experience in office communication and information systems. High level of organisational, coordination and communication skills.

Skill Level (Apply)

Works under general direction. Uses discretion in identifying and responding to complex issues and assignments. Usually receives specific instructions and has work reviewed at frequent milestones. Determines when issues should be escalated to a higher level. Interacts with and influences colleagues. Has working level contact with customers, suppliers and partners. May supervise others or make decisions, which impact the work assigned to individuals or phases of projects. Performs a range of work, sometimes complex and non-routine, in a variety of environments. Applies methodical approach to issue definition and resolution. Demonstrates an analytical and systematic approach to issue resolution. Takes the initiative in identifying and negotiating appropriate personal development opportunities. Demonstrates effective communication skills. Contributes fully to the work of teams. Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation, standards and procedures. Appreciates the wider business context, and how own role relates to other roles and to the business of the employer or client.

(2) Recreation management

Activities specialising in the management of recreation services.

Skill Level (Apply)

Works under general direction. Uses discretion in identifying and responding to complex issues and assignments. Usually receives specific instructions and has work reviewed at frequent milestones. Determines when issues should be escalated to a higher level. Interacts with and influences colleagues. Has working level contact with customers, suppliers and partners. May supervise others or make decisions, which impact the work assigned to individuals or phases of projects. Performs a range of work, sometimes

complex and non-routine, in a variety of environments. Applies methodical approach to issue definition and resolution. Demonstrates an analytical and systematic approach to issue resolution. Takes the initiative in identifying and negotiating appropriate personal development opportunities. Demonstrates effective communication skills. Contributes fully to the work of teams. Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation, standards and procedures. Appreciates the wider business context, and how own role relates to other roles and to the business of the employer or client.

b. Education/Training

Higher Secondary education and intermediate vocational training in accounting, finance, management, business administration, public administration, sport and recreation management or related discipline which might lead to a formal qualification with 2 years' experience, or Secondary education and completed advanced vocational training in that discipline leading to a professional qualification or professional accreditation with 4 years post related experience.

The additional job specific qualifications and experience is described under Professional/Experience paragraph (4/a). In case of ambiguity the required job specific experience have priority over the standard education and training levels and experience described here.

c. Language

English - SLP 3322 - (Listening, Speaking, Reading and Writing)

The HQ's host nation language (Turkish) is required.

NOTE: The work both oral and written in this post and in this Headquarters as a whole is conducted mainly in English.

5. Desirable Qualifications

a. Professional Experience

Knowledge of NATO administrative systems.

Knowledge of host nation regulations concerning international privileges/customs procedures.

Previous relevant experience in an international organization, preferably NATO.

b. Education/Training

Must be in possession of driver's license.

c. Language

Turkish - 3333

6. Attributes/Competencies

• **Personal Attributes:** Capable of working with minimum supervision and under stressing conditions. Must be highly motivated and able to provide a high standard of customer service. Very good interpersonal and communication skills. Have considerable flexibility when required to perform duties within and/or outside the specific line of duty. Professional judgment is needed to select optimum mix of equipment, parts and personnel to complete duties. Applies knowledge to ensure smooth operation of everyday assigned functions, to identify, evaluate and initiate the resolution of problems and to ensure compliance with prevailing procedures and regulations. A methodical approach and attention to detail are important attributes to ensure a high level of accuracy is maintained on tasks, which may have legal and/or financial consequences. Is expected to conduct some independent research and come forward with proposals for further staffing. Must be in good health, flexible and able to work under pressure. Capable of working harmoniously and effectively with subordinate(s), co-workers and all the components of this multinational HQ in a firm, but friendly manner is essential when dealing with personnel.

• **Professional Contacts:** Regularly deals with LANDCOM military personnel and international civilians, ranging from senior officers to junior staff. In addition to work associates, the incumbent has professional contacts with outside contractors. Is required to maintain regular professional contacts with others inside LANDCOM. Maintains working-level contacts with host nation customs and housing authorities. Exchanges information regularly with BUDFIN and legal staff on matters concerning VAT claims.

• **Contribution To Objectives:** Provides essential international privileges administration and database support thereby assisting the Head of NATO body in fulfilling his/her legal obligations in accordance with agreements with the host nation.

This post reports to

- OLC RSXF 0010 - Section Head (Family Support, Morale and Welfare) - OF-3

There are no reporting responsibilities.

CONTRACT

The successful candidate will receive a three-year definite duration contract which may be followed by an indefinite duration contract.

HOW TO APPLY:

Allied Land Command uses NATO Talent Acquisition Platform.

In order to apply for this vacancy, please visit the platform at:

<https://nato.taleo.net/careersection/2/jobsearch.ftl?lang=en> and search for vacancies within Land Command HQ.

Note that once you created your profile, you will be able to use it to apply for other vacancies within NATO.

EMPLOYMENT PRE-REQUISITES:

Candidates are invited to submit their applications only if:

- They are nationals of a NATO member country

- They are over 21 and under 60 years of age at the time of taking up their appointments. Appointments of definite duration may be offered to candidates of 60 years of age or more, provided that the expiry date of the contract is not later than the date at which the candidate attains the age of 65.

Notice for candidates: LANDCOM is undergoing a reorganisation that might affect the job description of this post.