



SUPREME HEADQUARTERS ALLIED POWERS EUROPE

TALEO Job Number: 241372

Vacancy Number: G133/24

Post Number: OSC ZSWI 0030

Job Title: Assistant (Infrastructure Management)

NATO Grade: G12

Basic Monthly Salary (12 x per year): 4,915.61€, tax free

Closing Date: 06 October 2024

POST CONTEXT/POST SUMMARY

SHAPE is the strategic level command responsible for the preparation, planning, conduct and execution of NATO operations, missions, activities and tasks as directed by Council in order to achieve the strategic objectives of the Alliance.

The Management Directorate (MGT), on behalf of the Chief of Staff (COS), directs the daily HQ staffing, workflow and protocol activities, and provides essential support services and facilities management across the SHAPE campus. The Management Directorate also acts as the primary conduit for liaison with National Military Representatives (NMRs), and for securing host nation support through representation at the Comité Interministériel pour la Politique de siège (CIPS).

Base Support Group (BSG) is responsible to SACEUR through the SHAPE Chief of Staff and Deputy COS Management for ensuring an adequate infrastructure exists to support the operational requirements of all NATO and NATO related entities located within SHAPE, while also satisfying duty of care standards.

The Infrastructure Storage and Supply Branch (ISS) is responsible to COM BSG for developing and implementing policy, plans, concepts, guidance, control, analysis and procedures related with engineering and maintenance functions, logistics support including transportation for SHAPE base/installation in coordination with Host Nation (HN).

The Infrastructure Management Section (IMS) is responsible to the ISS Branch Head for master infrastructure planning, devising and implementing management policies for the receipt, processing and completion of all construction, maintenance, repairs and alterations to SHAPE installations and support facilities, and liaising with the Host Nation (HN).

PRINCIPAL DUTIES

The incumbent's duties are:

1. Supervise an international staff of 1 military and 2 LWR (TAP positions) in managing the annual program for infrastructure operations and maintenance. -

Advise the Section Head (Infrastructure Management) on all maintenance, repairs, or alterations, which may affect the operation of the Base installation. - Filter and dispatch all incoming SF8 (Request for Infrastructure, Storage and Supply to provide repairs, new works, modernization, utilities and/ or supplies) to BSG ISS for acceptance.

2. Advise the Section Head (Infrastructure Management) on all maintenance, repairs, or alterations, which may affect the operation of the Base installation.
3. Filter and dispatch all incoming SF8 (Request for Infrastructure, Storage and Supply to provide repairs, new works, modernisation, utilities and/ or supplies) to BSG ISS for acceptance.
4. Validate and Approve SF8's applying BSG, SHAPE and ACO Directives
5. Liaise with BSG SES, BSG HESO, Fire Department, and NATO Agencies for project related issues.
6. Coordinate work request with other entities located on SHAPE Campus. - Implement, maintain, and manage the overall office execution of the Help Desk
7. Ensure adequate manning of the response maintenance desk (Help Desk).
8. Provide leadership by projecting a positive attitude, and providing learning incentives
9. Accurately communicate pertinent information.
10. Assist in the development and implementation of quality improvement procedures
11. Solve problems and makes decisions on a daily basis relative to Help Desk Responsibilities
12. Respond adequately to inquiries or complaints
13. Communicate effectively and efficiently in all languages required by the job using whatever communication device or system is required (telephone, fax, email)
14. Cope with emergency situations and solve clients issues
15. Work with appropriate committees, units and national (NMRs from 28 nations) representatives to identify customer needs, meet service demands, resolves customer problems, implement service level agreements and foster effective utilization of space.
16. Identify and resolves administrative problems and issues.
17. Manage the processing of Infrastructure works requests by screening, validating, funding verifications and approving.
18. Coordinate work request with other agencies.
19. Ensure availability of adequate funding for reimbursable projects.
20. Establish, ensure compliance with administrative procedures.
21. Manages the Office SOP.

SPECIAL REQUIREMENTS AND ADDITIONAL DUTIES

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

1. Experience in the management of construction projects.
2. Experience in personnel management
3. Experience in administration support (i.e. meeting management, preparing reports, preparing presentations, documents management, ensuring proper filing procedures are followed, etc.)

B. Education/Training

Higher Secondary education and completed higher vocational training in general/office administration, infrastructure maintenance or related discipline leading to a formal technical or professional certification with 3 years post-related experience, or Secondary education and completed advanced vocational training in that discipline leading to a professional qualification or professional accreditation with 5 years post related experience.

C. Language

English - SLP 3333 - (Listening, Speaking, Reading and Writing)

French - SLP 3333 - (Listening, Speaking, Reading and Writing)

DESIRABLE QUALIFICATIONS

A. Professional Experience

1. Minimum of 3 years of work in the construction field as site manager.
2. Knowledgeable of all applicable Directives related to Infrastructure Management Cell mission.
3. Knowledgeable of EU and/or Host Nation policies.
4. Good knowledge of Integrated Engineer Management System.
5. Previous experience in a military headquarters or international organization.

B. Education/Training

1. PRINCE 2 or any other related Project Management instrument experience or certification or equivalent.
2. Resource Management Education Program (RMEP) Course (ETE-FI2708) provided by NATO - School Oberammergau (NSO) or equivalent.

ATTRIBUTES/COMPETENCIES

Personal Attributes: The incumbent must be capable of working independently. He/she is required to perform duties with minimal guidance and supervision.

The incumbent provides the primary interface between ISS, its customers and other agencies and as such he/she must demonstrate tact and diplomacy.

Thought and judgement are required when screening, validating and approving work requests in order to determine the proper course of action.

The incumbent must be a pro-active individual with good communication skills, interpersonal sensitivity, persuasiveness and firmness.

The incumbent must have excellent organizational abilities in order to organize the daily work of the Helpdesk

Managerial Responsibilities: YES.

Professional Contacts: SHAPE Open End Contractors, ISS Section Chiefs, Installation Safety Officer, Host Nation Liaison Officer, BE MOD Construction Department, P&C Officers, Reimbursable customers, SHAPE Security Officer, etc.

Contribution to objectives: Provides the first line overview, administration and management on all Engineering and Logistics work requests at SHAPE Headquarters. Oversees Engineering and Logistics work request processing, prioritizing and scheduling.

Key advisor to Chief ISS on all Host Nation, customer and contracting matters

REMARKS:

Duration of contract: (Pending approval) 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.

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.

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.

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.

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.
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