TALEO Job Number: 200925

Vacancy Number: A06/0121

Post Number: OSC GXCN 0904

Job Title: Consultant - HR Data Analyst

NATO Grade: equivalent: A-2 / grade 15

Basic Monthly Salary (12 x per year): 8,563.79 €, TAXABLE

Closing Date: Sunday 17 January 2021

SHAPE is looking for a Consultant to support the Human Resources Data Services Branch with Business Analysis. If you are an expert in Personnel Management and possess at least 2 years of experience in business analysis in an international environment, this consultant post is for you.

GENERAL BACKGROUND:

SHAPE, the Supreme Headquarters Allied Powers Europe, is the Headquarters of Allied Command Operations (ACO), one of the two major military commands of the North Atlantic Treaty Organisation (NATO). ACO safeguards an area extending from the northern tip of Norway to the eastern border of Turkey. This equates to nearly two million square kilometres of land, more than three million square kilometres of sea, and a population of about 320 million people.

POST DESCRIPTION:

Location: Casteau/Mons, 60 Km south of Brussels (Belgium)

Division: J1

SECTION I – DEFINITIONS

1.1 Terms
- DPO: Data Protection Office
- HRDS: Human Resources Data Services
- NCS: NATO Command Structure
- NCS-A: NCS Adaptation

1.2 Introduction
ACO is implementing its Personal Data Protection framework across all ACO HQs. As part of this project ACO will further develop the personal data protection processes, procedures and forms related to ACO and/or local administrative requirements. This temporary staff will support the Human Resources Data Services Branch in the
requirement elicitation, survey and business analysis to identify and transfer all personal data to the HRDS databases and replace the related forms, reports and procedures to be compliant with ACO Data Protection Directive. The consultant will be tasked by the HRD Branch and will not be part of the ACO DPO. The implementation of the Data Protection is a new requirement; in 2021 will be funded via the NCS-Adaptation 2021 budget with a possible extension into 2022 and 2023, subject to approval of funding via the 2022 and 2023 ACO budget submission.

SECTION II - EXECUTIVE SUMMARY AND SCOPE OF WORK

2.1 Scope of Work
The Consultant will provide business analyst, military and analytical subject matter expertise to deliver, coordinate, analyse, research and facilitate the change of ACO processes, procedures and forms to be compliant with ACO Data Protection principles. This includes:
- Survey performed at all ACO HQs to identify the gaps in the area of personal data related processes, procedures, forms and reports;
- Translate the survey into a consolidated requirement specification for the required HR Data workflows and interfaces supporting the Data Protection Implementation Project;
- Support of and participate in the HR Data workflow and interface implementation within the ACO Data Protection Implementation Project;
- Provide SME services in support of the personal data, related military procedures and personal data protection with HRDS tools, analyse personnel data related business processes, data protection and requirements, extract tailored data and create reports on demand;
- Augment HRDS Programme staff in the personal data protection and its implementation within the HRDS tools.

2.2 Work Site Information
The primary place of work will be SHAPE, Mons Belgium. However, the Consultant will also be required to undertake temporary duty visits to other HQs, as required by the HRDS BSM Section Head.

2.3 Security Clearance
NATO SECRET

2.4 Availability of Consultant
The Consultant will be available from 01 February 2021 to 31 December 2021.

2.4.1 Deployment to a NATO Theatre of Operations
Not envisaged.

2.4.2 Participation in NATO Military Exercises
The consultant may participate in NATO exercises as the project requires.

2.5 Language
English SLP 3333

2.6 Knowledge & Qualifications
2.6.1 Essential Qualifications
2.6.1.1 Professional Experience
The candidate must have minimum of 2 years’ business analysis experience in the last 5 years in project environments at an international organisation; plus a clear ability to coordinate activities and to manage and implement changes to policy and procedures. The incumbent must have broad experience in both business analysis and data management or data protection fields:

A. Business process improvement and project support
1) Experience in methodical investigation, analysis, review and documentation of all or part of a business in terms of business functions and processes, the information used and the data on which the information is based;
2) Experience of identification of new and alternative approaches to performing business activities, definition of requirements for improving processes and systems, reducing their costs, enhancing their sustainability, and the quantification of potential business benefits;
3) Experience in the collaborative creation and iteration of viable specifications and acceptance criteria in preparation for the deployment of new or changed business processes, procedures, forms or reports;
4) Experience in the provision of support and guidance on project management processes, procedures, tools and techniques. Support includes definition of projects; advice on the development, production and maintenance of business cases; time, resource, cost and exception plans, and the integration of related business processes, procedures, forms and reports, partially including the use of related software tools;
5) Experience in tracking and reporting of project’s task progress and performance;
6) Experience in facilitating all aspects of project meetings, workshops and documentation with focus on customer and user interaction;
7) Experience in the definition and management of the process for deploying and integrating new or changed procedures into the business in a way that is sensitive to and fully compatible with business operations;
8) Experience in recognition of the potential for automation of the processes, assessment of the costs and potential benefits of the new approaches considered;
9) Experience in the business analysis at the enterprise level which involves multiple sites and site surveys;
10) The incumbent must be able to demonstrate a minimum of 2 years in Business Analysis, Business Intelligence or Automated Data Processing (ADP) with experience in the Service Operation, Support and Maintenance and Project Management.
11) Proven ability of converting evolving military operational requirements into viable Information Systems and Data Requirements.

B. Data management and protection
1) Experience in the management of practices and processes to ensure the security, integrity, safety and availability of all forms of data and data structures that make up the organisation’s information, the management of data and information in all its forms and the analysis of information structure (including logical analysis of taxonomies, data and metadata), the development of innovative ways of managing the information assets of the organisation;
2) Experience in the investigation, evaluation, interpretation and classification of data, in order to define and clarify information structures which describe the relationships between real world entities. Such structures facilitate the development of business workflows, data exchange, data protection and software systems, links between systems or retrieval activities;
3) Experience of the specification, design and maintenance of mechanisms for storage and access to both structured and unstructured information, in support of business information needs;
4) Experience in the effective use of data related technologies taking into account of the complex interrelations between hardware/software;
5) Experience in providing specialist expertise in the use or operation of data management, business intelligence tools and facilities; providing expert knowledge in the use and analysis of data;
6) Knowledge and experience in tools and databases as they are applied to the modern military management information systems;
7) Knowledge of data privacy and personal data protection;
8) Minimum 2 years working with Business Administration with experience in Data Management and/or data protection disciplines.

C. Personal skills and attributes
1) Ability and experience to work under general direction within a clear framework of accountability; exercise substantial personal responsibility and autonomy; plan own work to meet given objectives and processes; influence customers, users, support staff at account level.
2) Ability and experience to have some responsibility for the work of others and for the allocation of resources; participate in external activities related to own specialism; make decisions which influence the success of projects and team objectives;
3) Ability to work in an environment which includes a broad range of complex technical or professional activities, in a variety of contexts;
4) Ability to investigate, define and resolve complex issues, select appropriately from applicable standards, methods, tools and applications, communicate fluently, orally and in writing, and can present complex information to both technical and non-technical audiences;
5) Skills to facilitate collaboration between stakeholders who share common objectives, plan, schedule and monitor work to meet time and quality targets, rapidly absorb new information and apply it effectively.
6) Skills to maintain an awareness of developing technologies and their application and takes some responsibility for driving own development.

2.6.1.2 Education
Bachelor degree or equivalent in business administration, human resources management, law, social sciences, Information Technology (IT), public administration or related discipline and 2 years of post-related experience or Higher Secondary education and completed advanced vocational training in the above disciplines leading to a professional qualification or professional accreditation with 4 years post related experience.

2.6.2 Desirable Qualifications
2.6.2.1 Professional Experience
1) Minimum of 2 years’ experience in the last 5 years with NATO’s manpower and/or personnel environments at the Tactical, Operational and Strategic Military level, plus comprehensive experience in HR Data Services processes, functions and tools; a clear ability to train and support users, coordinate activities, supervise, direct and guide others and to manage and implement changes to policy and procedures.
2) Broad experience in personal data protection (for example GDPR) and/or human resources data services is an asset.
3) Technical background, experience and IT skills related to databases and HR systems and workflow development is beneficial for this post.

2.7 Travel
Travel will be required to visit other ACO commands.

2.8 **Physical Security/Safety Requirements**
N/A

2.9 **Direction and Evaluation**
The Consultant will report to Head, HRD BSM Section, but in terms of tasks he/she is virtually self-supervised.

2.10 **Quality Assurance**
Quality of work will be assessed by Head HRD Branch with support from Section Heads.

2.11 **Hours of Operations**
Monday to Thursday, 0830 - 1730 and Friday, 0830 – 1530 with one hour lunch break.

2.12 **Recognised Holidays**
SHAPE recognised holidays.

**SECTION 3 - SHAPE FURNISHED PROPERTY AND SERVICES**

3.1 The Consultant will be provided with office space, furniture and CIS (NS and NU) within Building 101.

**SECTION 4 – DELIVERABLES**

4.1 **ACO-wide Personal Data Protection Implementation Project:**
1) Survey performed at all ACO HQs to identify the gaps in the area of personal data related processes, procedures, forms and reports;
2) Collection of the requirements and the development of the requirement specification documents for the implementation of ACO-wide personal data protection;
3) Support the project and participate in the implementation of the project tasks with focus in the following areas:
   a) Digitalization of the current paper based forms containing personal data;
   b) Integration of the related business procedures into the existing HR data Services tools (by using HRDS reports and/or workflows);
   c) Reduction of the scope of the personal data within the procedures and on the forms;
   d) Minimization of the period ACO keeps the collected personal data;
   e) Implementation of the required explicit consents from data subjects;
   f) Documentation of personal data exchanges and transfers;
4) Work in an agile manner and close cooperation with the technical SMEs within SHAPE STREN J1 HRD Branch, OLA and OACM to ensure the gradual implementation of the changes;
5) Contribute to the changes of the directives and to the development of the Standard Operating Procedures;
6) Support ACO DPO in the Training Need Analysis and the implementation of the required training approach.

4.1 **Additional Personal Data Protection Implementation Project related Subject Matter Expertise Services:**
1) Advise and support HRD Branch in the System/Acceptance Test Plans related to the HRDS tools;
2) Validate HRDS tools’ conformity to, and achievement of, project requirements;
3) Review HRDS tool’s Support Plans and recommend changes where necessary related to the project;
4) Coordinate and assist with related User Acceptance Tests;
5) Develop and review HRDS tools and services related Standard Operating Procedures;
6) Review HRDS Training Course materials and subsequent training course design and implementation for all new or upgraded HRDS systems;
7) Review existing HRDS Information Exchange Requirements and Interfaces;
8) Analyse HRDS Requests for Change (RFC) and provide recommendations to the HRDS Business Management and Support;
9) Investigate problem reports in liaison with HRDS DPIM;
10) Support HRDS DPIM in analysing Users’ requests for reports;
11) Support the HRDS User Group Conferences planning and execution to inform and update the community about this project;
12) Participate in discussions and briefings, presenting information and results as required;
13) In support of HRDS DPIM perform validation on bulk data entry upload and modification submissions, to ensure personal data protection;
14) Perform personal data protection quality checks and carry out remedial action in support of HRDS DPIM;
15) Support the HRDS course planning, delivery and subsequent award of qualifications;
16) Support HRDS in updating the annual HRDS training plan and calendar;
17) Plan and assist the HRDS branch and ACO DPO leadership with update briefings to ensure that new/changed/improved capabilities are known and understood.

REMARKS:
Duration of contract: Contract as a Consultant from 01 February 2021 until 31 December 2021, with a possible extension into 2022 and 2023, subject to approval of funding via the 2022 and 2023 ACO budget submission process (ACO-Wide Data Protection Implementation Project).

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). 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.
Shortlisted candidates will be requested to provide original documentary evidence and a set of copies supporting statements in their applications.
Remarks:
A) Only nationals from the 30 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.