



HEADQUARTERS, ALLIED MARITIME COMMAND
Atlantic Building, Northwood Headquarters, Sandy Lane
Northwood, Middlesex, HA6 3HP
United Kingdom



OPEN TO NATIONALS OF NATO MEMBER STATES ONLY

POST Number: OMC ZSFS 0011
Job Title: DOM Cell Head (Support)
NATO Grade: NATO GRADE 12
NATO Body: Headquarters Allied Maritime Command (HQ MARCOM)
Location: Northwood, Middlesex, UK
SECURITY CLEARANCE: NATO Secret
Basic Monthly Salary: £ 4,770.40 (tax free)
Closing Date: 01 June 2025

1. Post Context/Post Summary

Allied Maritime Command is the Maritime Theatre Component Commander delivering 360 degree maritime focused awareness and connectivity while planning and commanding the full range of maritime operations.

The Management Directorate (MGT) is responsible for the daily workflow and process management that allows HQ MARCOM to function.

The Base Support Group (BSG) in close coordination with the Host Nation is responsible for planning, organising and the provision of material and services in support of MARCOM personnel, equipment and facilities.

The protocol, Facilities and Host Nation Support (HNS) provides MARCOM HQ with a full range of facility support, conference services and executes all protocol issues for the Command Group (CG).

The Support Cell is responsible for the efficient operation of the receipt and dispatch and all aspects of NATO stores and transportation and the real life support including immunities and moral welfare.

The incumbent is responsible for the efficient operation of the Receipt and Dispatch department and all aspects of NATO Stores, provides real life support to MARCOM personnel and coordinates the Host Nation Support.

2. Principal Duties

The incumbent's duties are:

- Responsible for MARCOM's real life support.
- Responsible for the overall co-ordination and booking of all motor vehicle requirements. Ensures the good running condition of all vehicles and ensures they are maintained in a clean, tidy and roadworthy condition. Ensures compliance with Host Nation laws concerning the operation of motor vehicles.
- Close liaison with N8 staff in the booking, costing and co-ordination of transportation services.
- Assists in the identification of the requirement for transport assets based on the number of transport requests.
- Develops reports on all vehicle utilisation, conditions, etc. and inspects vehicles before and after use.
- Driving a private car, minibus or light goods vehicle for the transport of staff members and visitors and for the delivery and collection of equipment required by the CG.
- Performing driving duties outside of the normal working hours as necessary including weekends and public holidays.
- Assists Staff Assistant (Storage & Supply) with the receipt and dispatch of incoming/outgoing goods and use of NATO Stores tracking IT systems.

- In coordination with BSG Commander, manages with HMRC, DVLA and Host Nation government organisations to support MARCOM's personnel.
- In coordination with BSG Commander, liaise with Host Nation on the implementation and improvement of the MOU and Garrison Agreement.
- Following the Status of Forces Agreement (SOFA), Paris Protocol and the UK agreements with MARCOM, he/she will support all MARCOM personnel and their dependents dealing with Host Nation issues as immunities, visa, and other privileges
- Support Senior National Representatives (SNRs) and National Support Element in MARCOM in Host Nation-related issues. Support the SNR Echelon meetings (and HNS related meetings) including to arrange for/bring forward briefings to be delivered to the SNR Echelon (to the HN) upon request.
- Coordinate with MARCOM SNRs ways to improve Host Nation agreements.
- Advises the SNRs on MARCOM procedures and regulations in relations the HNS. Coordinates and monitors all follow on action from those HNS meetings.
- Support Civilian Humans Resources Branch Head in the daily issues of the Civilian Personnel and their dependents with Host Nation (immunities, privileges, visa)
- Submits observations in his/her area of expertise and contributes to the Lessons Learned process.

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.

May be required to drive VIPs or flag officers, so should be an experienced driver with a clean driving licence.

The work is normally performed in a Normal NATO office working environment / secure office environment with artificial light and air (e.g. Bunker).

Normal Working Conditions apply.

The risk of injury is categorised as No risk. Risk might increase when deployed.

4. Essential Qualifications

a. Professional/Experience

(1) Management support services

Secretarial and office work is the study of administrative procedures and practices, office technology and clerical, shorthand and keyboard skills. Specialised secretarial programmes (bilingual, medical, law, accounting) are included if the programme has secretarial work as its objective, rather than work as specialised assistants.

Skill Level (Ensure/Advise)

Works under broad direction. Work is often self-initiated. Is fully responsible for meeting allocated technical and/or project/supervisory objectives. Establishes milestones and has a significant role in the assignment of tasks and/or responsibilities. Influences organisation, customers, suppliers, partners and peers on the contribution of own specialism. Builds appropriate and effective business relationships. Makes decisions which impact the success of assigned work, i.e. results, deadlines and budget. Has significant influence over the allocation and management of resources appropriate to given assignments. Performs an extensive range and variety of complex technical and/or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. Understands the relationship between own specialism and wider customer/organisational requirements. Advises on the available standards, methods, tools and applications relevant to own specialism and can make appropriate choices from alternatives. Analyses, designs, plans, executes and evaluates work to time, cost and quality targets. Assesses and evaluates risk. Communicates effectively, both formally and informally. Demonstrates leadership. Facilitates collaboration between stakeholders who have diverse objectives. Takes all requirements into account when making proposals. Takes initiative to keep skills up to date. Mentors colleagues. Maintains an awareness of developments in the industry. Analyses requirements and advises on scope and options for continuous operational improvement. Demonstrates creativity, innovation and ethical thinking in applying solutions for the benefit of the customer/stakeholder.

Experience

- Two years' experience dealing with MOU, Garrison Agreement or similar national/international government arrangements.

(2) Real Life Support (Quartermaster)

Activities relating to the provision of real life support.

Experience

- At least one year's experience in the management of a logistics department and a general understanding of property account management and stores procedures.

b. Education/Training

Higher Secondary education and completed higher vocational training leading to a formal technical or professional certification with 3 years function-related experience, or Secondary education and completed advanced vocational training leading to a professional qualification or professional accreditation with 5 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 has priority over the standard education and training levels and experience described here.

c. Language

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

NOTE: The work both oral and written in this post and HQ is conducted mainly in English.

d. NATO Occupational Codes

50415J - Management support services

5M4R - Real Life Support (Quartermaster)

5. Desirable Qualifications

a. Professional Experience

Previous experience within a logistics depot, specifically a warehouse and/or Receipt and Dispatch department.

b. Education/Training

- Driving and Fork Lift Truck qualified.
- Driving license D1 (Minibus) required. (The incumbent must have a valid UK D1 Driving License in the first three months prior to starting work at MARCOM. An equivalent national driving license must be changed to UK one.)
- NATO Host Nation Support Course (NHNSC) (LOG-LG-2707)
- NATO Movement and Transportation Course (LOG-LG-3848)
- NATO Orientation Course (ETE-MW-3834)

6. Attributes/Competencies

• **Personal Attributes:** The duties require clarity of thought, sound consistent judgement, good inter personal and communication skills and often a creative approach to bridge the challenge of the diverse application of varying standards on HNS, since it also may have possible financial, legal and or inherent political implications. The incumbent must possess creativity and originality, and ability to deal with projects with confidentiality. Must be a mature articulate individual possessing tact and sound judgment. Must be able to work with limited or no supervision taking due and appropriate note and guidance from established NATO/ACO/MARCOM documents. The incumbent may be required to work outside normal office hours.

- **Managerial Responsibilities:** Exercises situational authority over drivers, and scheduling functions.
- **Professional Contacts:** Besides the normal internal contacts, the incumbent has many external contacts to higher levels whereby the relationship of the office to the diplomatic corps requires tact, diplomacy, and experience. He/ She will coordinate with UK government institutions as HMRC, DVLA, Foreign and Internal Affairs' or MOD.
- **Contribution to Objectives:** The incumbent facilitates MARCOM representation of NATO to the host Nation. This task ensures accomplishment of MARCOM's objective of political goodwill at higher and intermediate levels of contact.
- **Supervisory Responsibilities:** Dependent on requirements, may be required to direct and supervise the work priorities of an ad-hoc or permanent team within the functional area.

There are first line reporting responsibilities for the following numbers of staff: 1× OR-5

This post reports and deputises: Section Head (Protocol, Facilities & Host Nation)

This post is not deputised by anybody.

CONTRACT

The successful candidate will receive a three-year definite duration contract which may be followed by an indefinite duration contract. NATO-serving staff members will be offered a contract in accordance with the NATO Civilian Personnel Regulations.

The basic entry-level monthly salary for a **NATO Grade 12** in the UK is **£ 4,770.40 tax free** which may be augmented by allowances based on the successful candidate's eligibility.

HOW TO APPLY

In order to apply for this vacancy, please visit the NATO Talent Acquisition platform at: <https://nato.taleo.net/careersection/2/jobsearch.ftl?lang=en>, and search for vacancies within HQ MARCOM.

Essential information must be included in the application form. Each question should be answered thoroughly. Expressions such as "please see attached CV", or invitations to follow links to personal webpages, are not acceptable, and will be disregarded. Application form must be filled out in English.

Applications are automatically acknowledged within one working day after submission. In the absence of an acknowledgment please make sure the submission process is completed or, re-submit the application.

Shortlisted candidates invited to the interview phase, will be requested to provide, where applicable, copies of Educational and Vocational training certificates.

Current and past civilians working for NATO or any Coordinated Organisation, shall indicate their last grade and step held (next to the job title) and specify the name of employing NATO body or Coordinated Organisation.

Qualified redundant staff of the same grade interested in this post should inform this office, via their own HR/Personnel Office by not later than the vacancy's closing date.

EMPLOYMENT PRE-REQUISITES:

Candidates are invited to submit their application if:

- They are national 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 the expiry date of the contract is not later than the date at which the candidate attains the age of 65.

ADDITIONAL INFORMATION

A NATO security clearance of the level required by the position, and approval of the candidate's medical file by the NATO Medical Adviser are essential conditions for appointment to this post. Applicants are not required to possess a clearance at the time of applying, but must be eligible for a clearance. HQ MARCOM will take action to obtain the required security clearance from the successful candidate's national authorities.

Candidates must meet all the essential qualifications in order to be considered qualified. Should no qualified candidates be found, candidates not possessing all the essential qualifications may be considered. However, they will be appointed at a lower grade and their employment contract will stipulate the conditions under which the grade attached to post can be granted and the employment contract confirmed.