



SUPREME HEADQUARTERS ALLIED POWERS EUROPE

TALEO Job Number: 250945

Vacancy Number: G62/25

Post Number: OSC RHDM 0021

Job Title: Data Analyst (Workforce)

NATO Grade: 15

Basic Monthly Salary (12 x per year): 6,467.30 €, tax free

Closing Date: Sunday 6 July 2025

POST CONTEXT/POST SUMMARY

Supreme Headquarters Allied Powers Europe (SHAPE) provides an integrated Strategic Effects framework, employing a multi-domain and multi-region focus to create a 360-degree approach, with the flexibility to enable, upon direction, a seamless transition from Baseline Activities and Current Operations (BACO) up to the Maximum Level of Effort (MLE). SHAPE supports SACEUR in fulfilling his terms of reference, as directed by the North Atlantic Council.

The Human Resources Data Services Branch (HRDS) provides Human Resources Data systems business management and support to the NCS and other participating NATO organizations. The Business Management Section is responsible for the Human Resources Data Services (HRDS) policies, procedures, requirements, data protection and trainings as well as for the management of the HRDS Programme within and beyond ACO. They provide business change management for HRDS applications and represent the HRDS user community and provide secretarial support at relevant conferences and meetings (for example HRDS Board and User Group).

Senior Data Analyst (Workforce) is responsible for ensuring effective the HRDS Programme wide governance, utilization, and management of workforce data (establishments, units, posts, job descriptions, reference data, etc.) through the related HRDS applications and work products including, but not limited to: ERT establishment and JD review, AAP-16 and other workforce reports, PE review via APMS workspaces. Candidate will act as Subject Matter Expert (SME) to workforce processes automation and HR Digitalization leveraging a deep understanding of NATO workforce policies and procedures and contributing expertise to broader initiatives within the organization.

PRINCIPAL DUTIES

The incumbent's duties are:

1. **Workforce Data Management:** Manages the overall workforce data governance of how all types of workforce data within the HRDS applications are used to support decision-making, business processes and digital services. Encompasses the full lifecycle of workforce information and taxonomies for the input/data creation, use/sharing/transfer, maintenance, publication, archiving and retention of the workforce data to promote compliance with NATO policies, ACO and SHAPE directives.
2. **Workforce Data Analysis and Interpretation:** Acts as the key steward of subject matter expertise in the Branch applying data analytics to strategic alternatives related to workforce data including production of data statistics and data analysis techniques, data cleansing and standardization and support of audits.
3. **Policies, Directives, and Procedures:** Contributes to and supports workforce data strategies and policies; Develops, implements, and maintains directives, business rules and best practices that govern, safeguard, and maximize the value of workforce data assets.
4. **Workforce Data History:** Designs, implements, and tracks multiple historical versions of the workforce data with possibility for workforce officers to view past or future workforce data.
5. **Workforce Data Quality:** Analyses, monitors, revises, and evaluates the quality of workforce data and the related procedures and reports in support of standardization, effectiveness and efficiency; carries out remedial actions.
6. **Workforce Data Visualization and Exchange:** Acts as HRDS authority in relation to workforce data visualization, reporting, and information exchange.
7. **Workforce Data Digitalization, Standardization and Integration:** The role involves ensuring the smooth integration of workforce data across systems to enable comprehensive analytics and reporting capabilities. This includes leading efforts to digitize workforce processes, integrating data from various internal and external sources, and assisting commands in standardization of forms, related to workforce data management functions.
8. **Workforce Data Governance Framework:**
 - a. Analyses the business capabilities, functionalities and potential limitations of the HRDS applications, workforce data sets and reports.
 - b. Manages workforce reference data within the HRDS applications.
 - c. Assists and advises commands with their organization design and ensure alignment across organizational elements and compliance with NATO policies.
9. **Business Analysis and Improvements:** Modernize workforce processes through digital transformation initiatives.
10. **Training Requirements:** Manages the workforce data and processes related training requirements, performing any required Training Needs Analysis (TNA) and propose revisions for further changes/ updates.
11. **Committees and working groups participation:**
 - a. Participates and provides expert advice and recommendation to CEA/PEA's Working Groups and Development Teams.
 - b. Participate in HRDS annual user group.
 - c. Member of appropriate workforce working groups as directed.

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.

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ESSENTIAL QUALIFICATIONS

a. Professional/Experience

- 1) A clear ability to plan, manage and coordinate activities to manage and implement changes to policy and procedures.
- 2) At least 2 years' experience in the past 10 years with workforce data analysis and related business process analysis.
- 3) Proven experience applying data analysis principles and technics for workforce data analysis within an international organization.
- 4) Experience/knowledge of at least one data analytical tool/technics.
- 5) Experience/knowledge of at least one data visualization tool.
- 6) Experience in the identification, planning and coordination of a set of related projects within a programme, to manage their interdependencies in support of specific business strategies and objectives.
- 7) Experience in collection, elicitation of business requirements, and translation of requirements into operational plans.
- 8) More than 2 years' experience in the last 10 years working within HR on data and applications support with focus on the workforce data and processes management including workforce planning and change of organizational establishments.
- 9) Broad and sound knowledge and experience in modern human resources management tools and databases.

b. Education/Training

University Degree in business administration, engineering, economics, public administration, operations research, business process engineering, human resources management, law, social sciences, or related field or related discipline and 2 years function related experience, or Higher Secondary education and completed advanced vocational training in that discipline leading to a professional qualification or professional accreditation with 4 years post related experience.

c. Language

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

DESIRABLE QUALIFICATIONS

a. Professional Experience

1. Experience in an international organisation, NATO or national MOD.
2. Comprehensive experience in NATO HR Data Services processes, functions, and tools.
3. Experience in Business Process Management (workflows) and Process Optimization.
4. Experience of identification of new and alternative approaches to performing business activities
5. Experience in integrating, managing, and optimizing workforce data through digital tools and technologies to enhance operational efficiency and strategic decision-making.
6. Experience with in creation and reviewing of training material.
7. Experience with NATO's workforce planning and management at tactical, operational, and strategic level and workforce requirements which serves as the

basis for nations to provide personnel to NATO Military Bodies (NMBs) and/or to fund NATO civilian posts.

8. Knowledge of how to collect, store and monitor, structure and display data and tell a story driven by data analysis

b. Education/Training

- 1.Data Analytics Certification
- 2.Project Management Certification (for example, PRINCE2 Foundation & Practitioner Certification or Agile Project Management Practitioner &
- 3.Foundation Certification)
- 4.Resource Management Education Programme (RMEP) Course (ETE-FI-2708) provided by NATO - School Oberammergau (NSO)
- 5.NATO Global Programming Analysis Course (ETE-PP-31627) provided by NATO - School Oberammergau (NSO)

ATTRIBUTES/COMPETENCIES

- Personal Attributes: Works under broad direction, work is often self-initiated. Is fully responsible for meeting allocated technical and/or project/supervisory objectives related to workforce applications and data management. Builds appropriate and effective business relationships within the workforce managers' community. Understands the relationship between own specialism and wider NATO/HRDS Programme/organizational requirements. Communicates effectively, both formally and informally. Demonstrates leadership. Facilitates collaboration between stakeholders who have diverse objectives. Demonstrates creativity, innovation and ethical thinking; Strong analytical skills and capable of strategic thoughts and apply.

- Managerial Responsibilities: May act as project/team manager directly reporting to the project. Additionally, the incumbent will have functional management responsibility over the HRDS Remote Administrators in any workforce data change.

- Professional Contacts: The incumbent will routinely interface with the following:
 - Missions, ACO, ACT, NCIA, IMS, NFS, MOU organizations and representatives of nations (for example NMR) at workforce officer level (OF3-5);
 - HRDS Programme service contractors at engineer level.
 - Host Nation Project Managers and Team members.
 - NCI Agency staff providing technical support to the workforce data
 - The respective NATO workforce committees and authorities.

- Contribution to Objectives: The incumbent of this post exercises judgement and critical thinking when advising on workforce data matters. The work involves the analysis and research of a complete task with the development of recommendations.

- Supervisory Responsibilities: Dependent on requirements may be required to direct and supervise the work priorities of one or more HQ multifunctional teams. They will also be required to review and assess the deliverables of the projects before implementation.

- Problem Solving

- a. Diversity and Range of Duties: The incumbent must have the capacity to deal at a senior level with information, data management and workforce/HR policies as well as the implementation and use of the required data analytical technics, procedures and tools. The

incumbent must possess skills in data and business analysis, business management and have an in-depth understanding of HR data and application related procedures and skills, data sources and networks.

b. Type of Problem/Degree of Challenge: The incumbent must provide an effective and efficient service to a highly diverse user base whilst ensuring that policies and procedures can be adequately embedded within the automated services and processes.

c. Degree of Guidance Available: The post requires broad understanding of NATO and ACO policy and business practices. The incumbent is expected to determine, propose improvements and manage their implementation, establish priorities, and develop timelines with little or no supervision. General technical guidance and professional discussion is available from the Section Head and higher HQ, however, incumbent is expected to be the resident expert on workforce data 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. Qualified redundant staff of the same grade interested in this post should inform this office, via their HR/Personnel Office by not later than vacancy's closing date.
- D. Candidates' individual telephone, e-mail or telefax enquiries cannot be dealt with. All candidates will receive an answer indicating the outcome of their application.
- E. 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