



## SUPREME HEADQUARTERS ALLIED POWERS EUROPE

**TALEO Job Number: 220364**

**Vacancy Number: B02/0322**

**Post Number: OSC ZSHH 0020**

**Job Title: Principal Assistant (Housing Management)**

**NATO Grade: G12**

**Basic Monthly Salary (12 x per year): 4,608.00 € tax free**

**Closing Date: Sunday 3 July 2022**

SHAPE is looking for a Principal Assistant (Housing Management) to support the Family Support and Central Processing Branch (FSCEP) Branch Head in providing assistance to SHAPE eligible members for allocation at SHAPE Village and managing the assignment of the present and the future SHAPE housing installations.

### **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:** SHAPE Base Support Group

### **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 Management Directorate (MGT) primary focus is to provide all the necessary staffing and real-life support functions to enable SHAPE to deliver its critical outputs as a Strategic Military HQ. The Directorate acts as the HQ's conduit to member nations (through NMRs) and to host nation authorities.

The Base Support Group (BSG) ensures an adequate infrastructure exists to support the operational requirements of all NATO and NATO related entities located within the SHAPE campus.

The Family Support and Central Processing Branch (FSCEP) provides all aspects of international in/out processing and SHAPE Village housing applications for all SHAPE personnel (military and civilian) and their dependants.

The Housing Management Section (HM) provides support to SHAPE eligible members for allocation at SHAPE Village, managing the assignment of the SHAPE housing installations.

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 Family Support and Central Processing Branch (FSCEP) is responsible to COM BSG for providing all aspects of international in/out processing and SHAPE Village housing applications for all SHAPE personnel (military and civilian) and their dependants, including those at SHAPE satellite units and other NATO installations administrated and/or supported by SHAPE.

The Housing Management Section (HMS) is responsible to the FCSEP Branch Head for providing full support to SHAPE eligible members for allocation at SHAPE Village, managing the assignment of the present and the future SHAPE housing installations in coordination with SHAPE Domains, BEL MinFin, in accordance with SHAPE Directive 100-003, and relevant BEL legislations, international agreements, MinFin regulations.

## **2. Principal Duties**

The incumbent's duties are:

- a) Assisting in planning, directing, administering the operation of the Housing Management (HM) Section.
- b) Assisting in the management and administration of the housing support program provided to NATO, PfP, and MPD military and civilian personnel and their families assigned to the installation, in accordance with the laws and rules of the local economy, treaties, and status of forces agreements.
- c) Regularly deputises for the Section Head, in SHAPE Village reconstruction matters and additional tasks in which the Section Head is involved.
- d) Coordinating with National Support Elements to synchronise arriving/departing personnel and housing resources.
- e) Assisting all SHAPE assigned personnel, military and civilian with their housing needs.
- f) Managing the Housing waiting list and optimising the occupancy rate in order to provide a more refined information waiting delays-
- g) Revitalising the community spirit in SHAPE Village by carrying out some events and at list 2 per years.

- h) Creating a flow chart for housing programs that will be adapted to the changes inherent to the reconstruction of SHAPE Village. This involves an in depth knowledge of the present SHAPE Village program as well as the ability to create a workflow chart and swing lines for the development of a new program.
- i) Assisting in providing all permanent party personnel adequate on-base housing when available.
- j) Maintaining liaison with Host Nation and negotiate agreements.
- k) Maintaining, as required, liaison with National Support Elements for coordination on personnel matters and installation activities.
- l) Providing support advice (including representation and participation in committees, conferences, boards, and working group meetings).
- m) Assisting in coordination works meetings, In the frame of the multiple project of construction in SHAPE.
- n) Providing central point of contact for troop billets.
- o) Identifying the nations occupying rooms in the troop billets and establish a list of occupancy (iaw BSG Directive 5-12).
- p) Being able to establish clear and appropriate new forms and documents to optimise the housing procedures.
- q) Subject to time availability, advising for off base housing and keep going on with the legal evolution in term of housing.
- r) Acting as the editor and the publisher for the office web page, and updating the information and/or the waiting list on a weekly base.

### **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

Subject to time availabilities and on a wider scale for the branch level, act as a dispatcher for the customers waiting for any services within FSCEP branch.

Subject to availability provide here under services and advices:

1. Assist in providing off-base housing advices.
2. Assist in providing off-base housing in & out inspection tips.
3. Assist in providing off-base housing contract negotiation support.
4. Assist in providing information, liaison, and translation support between tenants, landlords, and utility companies.
5. Provide home security advisory assistance.
6. Maintain liaison with local real estate and utility agencies.
7. Provide relocation assistance with a list of rental properties.

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 Qualifications**

#### **a. Professional/Experience**

- 1) Minimum 3 years of housing management experience.
- 2) Minimum 3 years of field experience to include appraisal of properties and ability to estimate selling and rental value of a property, and advising on sales systems and procedures.

- 3) Minimum 2 years of experience in assisting customers with marching in and out inspections.
- 4) Education and experience in providing technical knowledge and vocabulary in the following domains: building structures, heating/plumbing installations, woodwork, electricity (in accordance with RGIE) and/or diagnoses.
- 5) Customer service and support experience (referral clerk, after-sales service agent, etc).
- 6) Working knowledge of the Belgian civilian code for rentals.

**b. Education/Training**

Higher Secondary education and completed higher vocational training leading to a formal technical or professional certification with 3 years post related experience (real-estate business) or, Secondary education and completed advanced vocational training leading to a professional qualification or professional accreditation with 5 years post related experience (real-estate business).

**c. Language**

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

French - SLP 4444 (*Listening, Speaking, Reading and Writing*)

*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**

- 1) Mediation qualification and experience (Act as a liaison between the tenant and the landlord for the amicable resolution of problems).
- 2) Experience in performing complex work activities covering technical, financial and quality aspects.
- 3) Risk management qualification and experience.
- 4) Work experience in a multinational environment.
- 5) Experience in assessing property damage, property abuse and repair costs.
- 6) Experience in representing clientele in legal proceedings.

**b. Education/Training**

Resource Management Education Programme (RMEP) Course or equivalent.  
Host Nation Support Course or equivalent.

**6. Attributes/Competencies**

**a. Personal Attributes**

The post is a highly visible ambassador and representative of SHAPE to the community. Part of the duties require continuous and regular attendance, as well as frequent visits to houses. Tact, diplomacy and good interpersonal skills are critical requirements in negotiating solutions to disagreements between tenants, landlords, and creditors. Flexibility in working hours is required; often tenants and/or landlords are not able to meet during normal duty hours. Strong capacity for logic and the practical application of logic is a must as is a great deal of patience. The post requires the incumbent to have an ability to shift through a multitude of information presented by tenants and landlords and correctly identify both the problem and possible solutions. The incumbent must possess an ability to listen to customers. Negotiating

skills, an ability to strike the best bargain between monetary cost and physical benefit between tenants and landlords, is critical.

**b. Managerial Responsibilities:**

SHAPE Village Residents Committee – Secretary/Chairman. SHAPE Village meetings with MOF – Secretary.

**c. Professional Contacts:**

The incumbent must possess excellent communication skills and demonstrate the proper approach to assess the eligibility for all applicants from privates to Flag Officers level. They must be capable of acting as a mediator for a problem that may occur between tenants, landlords, the Belgian Ministry of Finance and the service member. As the interface between SHAPE, contractors and stakeholders in the SHAPE Village reconstruction project, the post requires the highest level of professionalism.

**d. Contribution to Objectives:**

The responsibility to ensure all SHAPE personnel and their families are adequately housed, contributes to an effective level of Real Life Support. The effectiveness of housing provision and allocation has a direct impact on the ability of personnel to operate effectively. Therefore, the post indirectly contributes to the effectiveness of all branches of SHAPE.

- During out-inspections, post must ensure customers are not overcharging or being overcharged and fair damage settlements are applied, if needed.
- Protection of customers from legal liabilities.
- Errors by the housing office in anything we do can result in long, costly court battles with customers losing and spending unaffordable amounts of money, potential prison time, loss of credibility of the housing office and SHAPE with the local community, loss of landlords interested in renting to SHAPE, and eventually unaffordable or unavailable housing for SHAPE members.

This post reports to OSC ZSHH 0010 - Section Head (Housing Management) - OF-3/OF-4.

**e. Supervisory Responsibilities:**

There are no reporting responsibilities.

**REMARKS:**

Duration of contract: 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.

**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.

NTAP allows adding attachments. 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.** Particular attention should be given to Education and Experience section of the application form. Each question should be answered completely. Expressions such as “please see attached CV, please see annex / enclosed document” or invitations to follow links to personal webpages are not acceptable and will be disregarded. All answers should be in English (preferably) or in French.

Shortlisted candidates will be requested to provide original documentary evidence and a set of copies supporting statements in their applications.

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

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) 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.