



SUPREME HEADQUARTERS ALLIED POWERS EUROPE

TALEO Job Number: 220354

Vacancy Number: B03/0422

Post Number: OSC ZODX 0080

Job Title: Project Manager (Information Knowledge Management)

NATO Grade: 12

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

Closing Date: 29 May 2022

SHAPE is looking for a Project Manager (Information Knowledge Management) to support the Information Management and Business Continuity Branch, Information and Knowledge Management Section in managing maintenance projects and in coordinating works and inspections.

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: Management Directorate

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 Information Management and Business Continuity Branch (IMBC) provides the information management and staffing tools, directives and processes necessary for the efficient functioning and resilience of SHAPE as a Military Strategic HQ.

The Information and Knowledge Management Section (IKM) provides the tools and policy guidance necessary to ensure the effective management and exploitation of both information (and knowledge) as a corporate resource within SHAPE and across ACO.

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 Information Management and Resilience (IMR) Branch is responsible to Director Management for the development and implementation of Information and Knowledge Management (IKM) policies across ACO; HQ staffing and workflow management; and the provision of IKM tools and services for SHAPE. It is responsible for the development of Business Continuity (BC) plans and ACO-wide BC policies. It provides registry and records management services (including archiving) for all SHAPE records. The IMBC Branch is also responsible for the provision of staff induction training for all new SHAPE personnel.

The Information and Knowledge Management (IKM) Section is responsible to IMBC Branch Head for ACO and SHAPE IKM policy development, IKM requirements and process analysis, and IKM project development and implementation (in close coordination with ACT and NATO HQ). It manages the functional administration services for IKM tools and ensures the implementation of IKM best practices. It is responsible for the management of individual and collective training on IKM tools and processes at SHAPE, and supports IMBC Branch Head in his role as the Training Authority for IKM courses at the NATO School Oberammergau. It also coordinates induction training for all new SHAPE members.

The IKM Project Manager is responsible for managing a portfolio of current SHAPE IKM systems. This includes overseeing all aspects of system management of the current SHAPE IKM systems such as staffing new user requirements for improvements, creating proposals (including hardware and software), ensuring timely and within-budget delivery, whilst maintaining close liaison with NCIA and Industry, and providing functional administration of the SHAPE IKM tools.

Principal Duties

The incumbent's duties are:

- a) Manage specific projects through to fruition in the IKM realm.
- b) Provide functional administration of SHAPE's current document management, tasker, portal, and other IKM collaboration systems.
- c) Provide guidance to best use and employment of current IKM tools within SHAPE.
- d) Coordinate new requirements for the further development of existing IKM tools.
- e) Develop and execute test plans and provide acceptance authority of new functionality to current IKM tools in close coordination with NCIA.
- f) Coordinate the timely training of the SHAPE staff for new functionality developed for current IKM tools.
- g) As required, lead SHAPE working groups and provide technical guidance on the use of current SHAPE IKM tools.
- h) Be able to conduct all duties of SO IKM Programme Manager (Future Systems) during periods of TDY, leave and other absences.
- i) Within the area of responsibility the incumbent is responsible for ensuring that strategic risks to the achievement of CG priorities are managed in accordance with ACO Enterprise Risk Management framework.

Some functional area decision authority.

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.

Handle routine or special matters as directed. May be called upon to perform like duties elsewhere in SHAPE according to the exigencies of the service.

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 30 days.

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.

Essential Qualifications

a. Professional/Experience

- 1) Minimum 2 years recent experience (in the last 10 years) in Project Management.
- 2) Minimum 5 years recent experience/involvement in designing, implementing and troubleshooting information systems (particularly Microsoft technologies).
- 3) Minimum 2 years recent experience in developing solutions using Microsoft SharePoint.
- 4) Minimum 2 years experience in the delivery of training.
- 5) Minimum 2 years experience in managing information and knowledge in a large organisation.

b. Education/Training

Higher Secondary education and completed higher vocational training in management information systems, accounting, economics, finance, business administration, public administration, operations research, project management or related discipline leading to a formal technical or professional certification with 3 years function 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*)

NOTE: The work both oral and written in this post and in this Headquarters as a whole is conducted mainly in English.

Desirable Qualifications

a. Professional Experience

- 1) PRINCE2 Practitioner.
- 2) Work experience in large multinational organisation.

b. Education/Training

- 1) University degree in Information Management, Computing or Information systems.
- 2) NATO IKM Course.

Attributes/Competencies

a. Personal Attributes

Initiative, original thought, and teammanship are key qualities for this post as the incumbent will need to work closely with military and civilian staff within the Section and other NATO agencies. Because there will need to be close cooperation with extra- NATO

agencies, tact and good judgement are essential. As the job will be demanding, and at times stressful, good physical and mental health, combined with a positive attitude, will be highly desirable.

b. Managerial Responsibilities – N/A

c. Professional Contacts:

The incumbent will be required to maintain extensive contacts with other NATO programme and project managers, including with NCIA and industry. Internally, he/she will have to build and maintain close contacts with similarly tasked staff in different functional areas.

d. Contribution To Objectives:

The incumbent will ensure that specific projects, primarily in tools development and proliferation, are brought to fruition for the benefit of SHAPE in particular and ACO in general.

This post reports to OSC ZODX 0050 - Staff Officer (Information Knowledge Management - Programme Management), OF-3.

e. Supervisory Responsibilities:

May be required to direct and supervise ad hoc or permanent teams within the functional area.

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.

Remote selection activities are expected to take place on the 28th and the 30th of June 2022.

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.