Applications are now invited for the post of Section Head (Best Practices & QA) / Mentor - TSC FCPX 0200 - NATO Grade (NG) 17 on the staff of the Supreme Headquarters Allied Commander Transformation (SACT), a NATO Strategic Command in Norfolk, Virginia, USA.

Applications must be made online:
https://nato.taleo.net/careersection/2/jobsearch.ftl?lang=en

Closing date for applications: 09 October 2022

Location: Headquarters Supreme Allied Commander Transformation (HQ SACT), Norfolk, VA, USA

- **Notes for candidates:** the candidature of NATO redundant staff at grade A 3/NG-17 will be considered before any other candidates.

- **Notes for NATO Civilian Human Resources Managers:** If you have qualified redundant staff at grade A 3/NG-17, please advise the HQ SACT Civilian HR Manager no later than the closing date.

**Contract:** Serving NATO International Civilian staff will be offered a contract in accordance with the NATO Civilian Personnel Regulations. Newly recruited staff will be offered a three year definite duration contract.

**Salary:** Starting basic salary is USD 9421.48 per month to which relevant allowances will be added.

For any queries, please contact the HQ SACT Recruitment Team at civilianpersonnel@act.nato.int
Section Head (Best Practices & QA) / Mentor - TSC FCPX 0200

NATO Body: Headquarters Supreme Allied Commander Transformation (HQ SACT), Norfolk, VA, USA

Schedule: Full-time

Basic Salary: 9,421.48 USD per month.

Grade: NG 17

HQ SACT vacancy notice 220726

Are you a specialist in Project and Programme Management? If so, this position offers you a unique opportunity to support the NATO Alliance at its Warfare Development Command.

Post Context

ACT contributes to preserving the peace, security and territorial integrity of Alliance member states by leading, at Strategic Command level, Warfare Development required to enhance NATO’s posture, military structures, forces, capabilities and doctrines.

The Capability Development Directorate (CAPDEV) comprises two Divisions—Requirements and Capabilities. The Directorate supports SACT in his Capabilities Requirement Authority (CRA) role. It is responsible for a holistic through lifecycle Capability Development approach that infuses innovation and transformative efforts that are an integral part of the Warfare Development. This includes responsibilities for elicitation, development, capture and collection, quality review, traceability and visibility of capability requirements.

The Capabilities Division coordinates the development of capabilities from capability planning through acceptance and then disposal with the management entities, NATO Headquarters staff and the NATO Governance Structure. This entails synchronizing horizontally across capabilities to achieve coherent efforts and outcomes.

The Programme Management Office provides Programme & Project Management (P2M) expertise to support development of NATO’s common funded capabilities and oversight over capability programmes. Specific support to Programme Directors include integrating P2M Best Practices and Quality Management processes. Additionally the Branch provides a hub for information for key NATO stakeholders (including SCs, HNs, NATO Agencies, NATO HQ and Territorial Host Nations) to facilitate a transparent distribution of programme and project information between all stakeholders. The Branch is organized into two sections: Programme & Project Management (P2M) section & Best Practices section.
The PMO also ensure consistency of delivery across the portfolio, programmes and projects providing standards, methods and processes, knowledge management, assurance and mentoring & coaching.

The PMO reports via a programmatic overview for the entire portfolio through the entire life Cycle.

The PMO also provides transparency of capability programme information to Nations.

Reports to: - Branch Head (Programme Management Office).

Principal Duties: His/her duties are:

a. Ensure best practices are captured.
   1. Define and implement governance standards - reporting and information requirements, financial management standards (through links to finance), accountability and escalation routes.
   2. Develop, define and maintain processes, methods and approaches.
   4. Advise on risk mitigation and contingency planning.
   5. Undertake trend analysis - through both internal and external monitoring/reporting.

b. Collect and process lessons learned.
   1. Incorporate Lessons Identify (LI) to appropriate documentation and inform directives according to taxonomy.
   2. Manage Lessons identified/Lessons learned process withing ACT CD department and coordination within CMF framework through the following principle objectives.
   3. Collect lessons from CD branches through the usage of appropriate tools.
   4. Analyse and assess collected Lessons through appropriate processes.
   5. Periodically report lessons to CD leadership in line with ACT and NATO LI/LL process.
   6. Collate post-programme/project reviews and analyse lessons.

c. Provide/propose and assess tools ensuring collaborative working across team, department and organization boundaries.
   1. Advise on PPM tools/software.

d. Ensure standardization providing links to other standards.
   1. Develop directives and tailoring/flexing guidelines for standards, methods and approaches.
   2. Develop templates.

e. As Section Head:
   1. Ensure quality assurance (including advise on scope, cost, schedule, risk, resource planning).
      i. Develop the section’s programme of work, including section goals and objectives, as well as the section management plan
      ii. Supervise and support the development of section products.
      iii. Assign tasks to subordinates as required to implement the section plan.
iv. Report on section activities as required.
2. Provide mentoring and coaching for CAPDEV personnel and contractors in programmes.
   i. Direct and supervise the work priorities of the “Quality Assurance – Mentoring and coaching Assistant – Best Practices” Section providing professional guidance and instruction to the section staff.

**Essential Qualifications**

a. University Degree in business administration, engineering, economics, public administration, operations research, business process engineering or related discipline and 5 years post related experience.

b. Minimum 5 years in project management of communications or information systems, using PRINCE2 or PMI methodology.

c. Minimum 3 years in developing Standards, Quality Assurance and Best Practices.

d. Minimum 3 years in managing standardization of programmes or projects.

e. Minimum 3 years in providing risk management for programmes or projects.

f. Minimum 3 years in collecting and processing lessons learned.

g. Minimum 2 years in quality management in projects and programmes.

h. Excellent analytical, problem solving and verbal and written communication skills.

i. Effective oral and written communication skills, with good briefing and presentation skills, ability to interact with senior military and civilian officials in an international environment using tact and diplomacy.

j. Proven ability to work successfully in an international environment with both military and civilian staff.

k. Familiarity with the use of computer-based support tools.

**Language**

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

**Desirable Qualifications**

a. Professional Experience

1. An understanding of a National or NATO Capability Management Processes.
2. Knowledge of NATO responsibilities and organization, including ACT, ACO and NATO Agencies.


5. Qualified professional with appropriate understanding in data analysis and the ability to make effective use provided software.

6. Proven ability to train and educate personnel in specific sector of competencies.


b. Education/Training

1. Qualified Managing Successful Programmes (MSP) (AXELOS) or equivalent.

2. Qualified PRINCE 2 (AXELOS) or equivalent.

3. Qualified Risk Management (MoR) (AXELOS) or equivalent.

4. Resource Management Education Programme (RMEP) Course provided by NATO - School Oberammergau (NSO)

Attributes/Competencies

• Personal Attributes:

1. He/she must work harmoniously in a multi-national environment while representing and projecting the needs of ACT in a firm but tactful manner.

2. He/she must be adept at public speaking and negotiation methods required to coordinate positions and gain multinational agreements.

3. He/she must exercise sound thought, judgment, initiative, adaptability and flexibility, particularly when dealing with organizations and agencies in a multi-national and multi-cultural environment.

4. He/she must exercise tact and diplomacy when dealing with working groups, committees, contractors, and consultants to achieve stated ACT goals and objectives.

5. He/she may routinely be expected to work extended hours and to travel as part of the appointment.

6. He/she requires a very high level of work maturity and intellectual capacity to deal with the complexities of programme management within capability development. The requirement is for deep, extensive knowledge of programme management and
recent experience in the development of capabilities at the tactical, operational and strategic levels.

• Managerial Responsibilities: Work will require high degree of external coordination on programmes that affects NATO as a whole. He/she may lead the work of process teams and chair meetings.

• Professional Contacts: He/she acts as a capability development and programme management advisor providing corporate knowledge to senior ACT leadership. He/she requires the ability to liaise effectively, both internally and externally, with military and civilian personnel up to the rank/position equivalent to a military OF-8. Outside contacts include senior officials in NATO HQ, NATO agencies and research centres, and national government agencies and industry.

• Contribution To Objectives: A prime objective of SACT is to lead the transformation of Alliance capabilities. He/she directly impacts this objective by providing capability development and programme management expertise for the development of common-funded capabilities.

• Supervisory Responsibilities: There are first line reporting responsibilities for the following numbers of staff: 4× MIL; 3× NIC

Security Clearance

The successful applicant will be required to apply for and receive a NATO Secret Security Clearance prior to final confirmation of contract and commencement of employment.

Work Environment

He/she will be required to work in a normal office environment.

Contract

Serving NATO International Civilian staff will be offered a contract in accordance with the NATO Civilian Personnel Regulations. Newly recruited staff will be offered a three year definite duration contract.

Notes for Candidates

The HQ SACT web site gives details on the eligibility criteria and application processes to be adopted by all candidates.

The candidature of NATO redundant staff at grade A-3/NG 17 will be considered with priority.

Notes for NATO Civilian Human Resources Managers

If you have qualified redundant staff at grade A-3/NG 17, please advise the HQ SACT Civilian HR Manager no later than the closing date.
For any queries, please contact the HQ SACT Recruitment Team at civilianpersonnel@act.nato.int