

NATO JOB DESCRIPTION (CIVILIAN)

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MC/NAC Approved

12 October 2020

Job/Post Title	Section Head (Family Support)		
Abbreviated Title	Section Hd (Family Support)		
Job/Post Number	OJS ZSDD 0010	NATO Body/ Post Location	ACO/Headquarters Allied Joint Forces Command Naples; Naples (ITA)
NATO Grade	A3/G17	Directorate	Management Directorate
Nation	CIV	Division	Base Support Group
Clearance Level	NATO SECRET	Job Family/ Work Level/ NOCs	50413 , 50413B
Reports To	OJS ZSDX 0010 - Branch Head (Family Support, Morale and Welfare) - OF-4	Manages/Supervises (No. of staff directly/indirectly)	10 / 0

1. Post Context/Post Summary

Headquarters Allied Joint Force Command Naples is a Joint Headquarters, operating at the Operational Level, capable of executing effective command and control over assigned forces in order to achieve Operational effects in an assigned Joint Operating Area. As a Joint Force Command the relationships with other NATO Command Structure and NATO Force Structure Component Command Headquarters will change between baseline activities, crisis and conflict. It also provides Joint competencies to assigned NATO Force Structure Headquarters tasked to deploy as Joint Task Force Headquarters

The Management Directorate integrates, coordinates and implements services and activities to support, facilitate and contribute to the full JF HQ mission spectrum.

The Base Support Group is responsible for the Real Life Support (RLS) of the HQ and its staff (including families).

The Family Support and Morale & Welfare Branch provides family support services and performs management oversight of community and welfare support activities/programmes and services according to Host Nation (HN) support agreement.

The Family Support Section provides In and Out-processing, privileges and immunities to all NATO eligible staff members and respective families of the JF HQ and supported elements.

Base Support Group is responsible for provision, management and co-ordination of all support services that ensure the effective operation of HQ and supported entities. Also liaises with HN authorities on all support matters. Family Support and Morale and Welfare Branch is responsible for the overall direction, management and coordination of international community, families and welfare support and the non appropriated funds generated activities. The Family Support Section provides In & Out-processing, privileges and immunities to all NATO eligible staff members and respective families of the JF HQ and supported elements. Liaises with HN authorities on matters related to tax exemptions and NATO privileges. As Section Head, the incumbent is responsible for the overall planning, organizing, directing, coordinating, controlling and evaluating of the In&Out-Processing, Privileges and Pass&ID activities of the Family Support Section.

2. Principal Duties

The incumbent's duties are:

- Is responsible for all functional and quality aspects of Family Support services provided by the Section to individuals and organizations of JF HQ NP and supported elements.
- Formulates the strategy and policies of the administrative support in terms of In&Out-Processing/Privileges and Pass&ID activities provided to JF HQ NP and supported entities.
- Influences policy formation on matters related to the NATO tax-free and duty-free programmes both internally and externally at senior management level.
- Has signature authority to certify eligibility for NATO privileges for the HQ and supported entities for over 3.000 entitled staff members
- Initiates procedures and advises senior management on the certification of the NATO status to be provided to the HN for any newly constituted NATO entity within the HN territory.

- As the NATO Tax-Free Officer, develops high level relationships with HN Authorities, to include ministry of defence, finance and foreign affairs and local customs authorities, regarding all matters pertaining to the NATO tax-free programme and the official import, export and movement of NATO Property.

- Leads the cross-functional In-Processing Data Base Working Group (IPDB WG) when it is performing and coordinating highly complex work activities covering technical and quality aspects to ensure continuous upgrading of the system and to achieve its full interoperability with other NATO software (e.g. MAPS, MWA, etc) with the aim of enhancing control, to eliminate/minimize duplication of work, and to speed up the process.

- Establishes internal policies and procedures and oversees the development of SOP and SOI for the activities he/she is accountable for.

- Defines the Section's objectives, evaluates achievements and develops corrective actions if required

- As Security Officer, is responsible for enforcing rules and regulations related to document and physical security for the Class II areas within the BSG.

- Undertakes work as part of a project team or working group as directed or assigned.

Authorised to make decisions within assigned functional area. Such decisions should be also co-ordinated within the HQ and with the same functional area in lateral, subordinate and superior HQs. Such decisions will affect the commitment of the command within NATO to a course of action. Authority to task and intervene to adjust the day to day work priorities of the assigned functional area staff. COS delegated certifying authority in respect to HN of the NATO status for all NATO entities within the HN territory COS delegated approval authority in respect to the HN on matters pertaining to personnel eligibility to NATO Benefits including tax exemption, rationed items entitlement, and duty-free privileges.

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COS delegated approval authority in respect to the HN on matters pertaining to personnel eligibility to NATO Benefits including tax exemption, rationed items entitlement, and duty-free privileges.

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

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

4. Essential Qualifications

a. Professional/Experience

(1) Management and administration

Management and administration is the study of planning, directing and operating the functions and activities of organizations and institutions. Programmes in management also including administration, economics, finance etc. are included here if emphasis is given to management and administration.

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

The study of planning, directing and operating the functions and activities of organisations and institutions. Programmes in management also including administration, economics, finance etc. are included in this field if emphasis is given to management and administration. Works under broad direction with full accountability for own work or projects and supervisory responsibilities. Work is often self-initiated or assigned in the form of objectives. Establishes own milestones, sets team objectives and delegates work assignments. Has significant responsibility for the work of others and for the allocation of resources. Responsible for assigned tasks and projects with regards to results, deadlines and budget. Executes a challenging range of complex professional or technical work activities applying fundamental principles, creativity and innovation in a wide and often unpredictable range of contexts. Provide leadership within the assigned specialist area and advises on available standards, methods, tools and applications in own area of specialisation and make correct choices from alternatives. Responsible to analyse requirements and advise on scope and options for operational improvement. Is responsible to analyse, diagnose, design, plan, execute and evaluate work to time, cost and quality targets. Influences organisation, external organisations, HQs and agencies and peers within the same specialisation. Develops and maintains working relationships with external agencies. Establishes effective communication formally and informally, with peers, subordinates and external agencies. Keeps skills up to date and maintains awareness of developing trends within the wider occupational field and absorbs new information rapidly and applies it effectively in relevant internal business areas or external organisations, HQs and agencies. Activities that involve planning, organizing, directing, coordinating, controlling, and evaluating the use of people, money, materials and facilities to accomplish assigned functions and tasks. Officers require broad military background including previous major staff experience in a joint or combined staff in a large HQ, Joint Command, NATO HQ or MOD. Wide experience in office communication and information systems. High level of organisational, coordination and communication skills Works under broad direction with full accountability for own work or projects and supervisory responsibilities. Work is often self-initiated or assigned in the form of objectives. Establishes own milestones, sets team objectives and delegates work assignments. Has significant responsibility for the work of others and for the allocation of resources. Responsible for assigned tasks and projects with regards to results, deadlines and budget. Executes a challenging range of complex professional or technical work activities applying fundamental principles, creativity and innovation in a wide and often unpredictable range of contexts. Provide leadership within the assigned specialist area and advises on available standards, methods, tools and applications in own area of specialisation and make correct choices from alternatives. Responsible to analyse requirements and advise on scope and options for operational improvement. Is responsible to analyse, diagnose, design, plan, execute and evaluate work to time, cost and quality targets. Influences organisation, external organisations, HQs and agencies and peers within the same specialisation. Develops and maintains working relationships with external agencies. Establishes effective communication formally and informally, with peers, subordinates and external agencies. Keeps skills up to date and maintains awareness of developing trends within the wider occupational field and absorbs new information rapidly and applies it effectively in relevant internal business areas or external organisations, HQs and agencies.

(2) Business administration

Activities that involve planning, organizing, directing, coordinating, controlling, and evaluating the use of people, money, materials and facilities to accomplish assigned functions and tasks.

Officers require broad military background including previous major staff experience in a joint or combined staff in a large HQ, Joint Command, NATO HQ or MOD. Wide experience in office communication and information systems. High level of organisational, coordination and communication skills

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

Course: ETE-ET-1032 - NATO STAFF OFFICER ORIENTATION COURSE (NU) (Not in ACT Catalog)

b. Education/Training

(auto-generated based on the grade and the NATO Occupational Codes)

University Degree and 4 years post related experience, or Higher Secondary education and completed advanced vocational training leading to a professional qualification or professional accreditation with 5 years post related and 2 years function 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 have priority over the standard education and training levels and experience described here.

c. Language

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

The HQ's host nation language is required.

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

d. NATO Occupational Codes

50413 - Management and administration

50413B - Business administration

5. Desirable Qualifications

a. Professional Experience

Advance degree in business management or related discipline

Experience in business management in an international organization or military headquarters

Background in Project Management

b. Education/Training

Four years' professional experience related to business management.

Familiarity with HN legislation and practices on labour and taxation.

Familiarity with NATO applicable Directives and International Agreements/Protocols (e.g. SOFA, Paris)

c. Language

English - Very Good (SLP 4444), HN - Very Good (SLP 4444)

6. Attributes/Competencies

- **Personal Attributes:** The incumbent must have significant experience working in a multinational environment as well as a solid background in host-nation ways and methods. A successful incumbent, while effective in delegating tasks to the technical staff, assumes overall responsibility for the operation of the section. The breadth of responsibilities calls for planning skills, commitment, judgement and environmental awareness. The work involves creative application of specialist and management principles within the Section and across the functional elements of the HQ.

Must be able to tactfully influence decision at senior management level on difficult or delicate issues recommending alternative actions to ensure optimum utilization of the Support Group resources.

Must possess a thorough analytical ability to efficiently plan, develop, implement and assess the entire Cell activity program by ensuring representative statistical techniques are used that will identify special problem areas, negative trends and/or other deficiencies. He/she must have numerical analysis and problem-solving skills.

The incumbent is expected to display a great deal of thoughtfulness and adaptability in dealing with subordinates, peers, and higher level management.

In addition, must be able to work autonomously, within the constraints of NATO/ACO policies and applicable regulatory documents and host-nation legislation.

Good inter-personal and communication skills. Good health, maturity, tactfulness, firmness and persuasion.

- Managerial Responsibilities: BSG action officer on the crossfunctional In&Out-Processing Data Base (IPDB) Working Group to ensure continuous and proper updating, upgrading, and interfacing with other NATO and non-NATO systems
- Professional Contacts: Internal contacts include work associates and coordination with other divisions/directorates up to and including ACOS level. As the administrator of the Tax-free Program for all NATO bases in Italy is the command liaison with officials at the Ministry of Defense (e.g. Chief Finance Branch, general officer equivalent), Ministry of Finance and local custom offices.
- Contribution To Objectives: The incumbent's decisions impact the functional area of the HQ and achievement of organizational objectives. Performance of functions, decisions made and actions proposed by the incumbent may have a financial, legal and/or social impact on the headquarters and/or its employees. The incumbent provides key support and expertise essential to the accomplishment of the assigned mission.

This post reports to

- OJS ZSDX 0010 - Branch Head (Family Support, Morale and Welfare) - OF-4

- Supervisory Responsibilities:

Direct supervision of one or more people, including provision of professional SME guidance and instruction to the team. May be required to direct and supervise the work priorities of one or more HQ multifunctional teams.

There are first line reporting responsibilities for the following numbers of staff: 1× OR-8; 2× OR-4; 2× OR-7; 3× OR-6; 1× OR-9; 1× OR-5

7. Remarks

JFCNP BSG PE-posts are not immediately twinned to any of the JTF HQ CE-posts. As the BSG-posts, like all the other JFC-posts, are anyway deployable by definition, JFCNP will reserve the possibility to twin such posts to the CE only upon review of the skill

Locally imposed or unique requirements (Comments and notes by requesting HQ):

Membership in/Support to NATO Committees:

LWS Civilian Personnel Hiring Board - Member/Representative

LWS Civilian Personnel Classification Board - Member/Representative

Notice to Move Statement.

This post, linked to JTFHQ (incremental block), is subject to 30 days Notice to Move (NTM) for deployment.