



# **SUPREME HEADQUARTERS ALLIED POWERS EUROPE**

**Vacancy Number: 231363**

**Job Title: Staff Assistant (Registration Administration)**

**Post Location: Casteau/Mons, 60 Km south of Brussels (Belgium)**

**Grade: G8**

**Basic Monthly Salary: 3,833.04EUR**

**Closing Date: Thursday 7 December 2023**

## **1. POST CONTEXT**

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 Registration Section (RGN) identifies and applies the defined legal status of all personnel assigned to SHAPE.

The incumbent provides correct identification of customers for in/out processing of all personnel assigned to SHAPE and units administered or supported by SHAPE.

## **2. PRINCIPAL DUTIES**

The incumbent's duties are:

- 1) Provides correct identification of customers for in/out processing of all personnel assigned to SHAPE and units administered or supported by SHAPE;
- 2) Provides the correct determination of individual's legal status of above mentioned personnel in relation of all SHAPE/BEL agreements (e.g. MATRIX);
- 3) Providing in/out processing of personnel and their families onto the NATO/SHAPE databases;
- 4) Issue and renewal of NATO ID card and relevant ration entitlement;
- 5) Issue and renewal of Protocol ID-cards through BEL MOFA;
- 6) Issue and renewal of SHAPE driving licenses;
- 7) Issue vehicle registration service and the administration therefore;
- 8) Correct receipt of funds (cash) from customers relating to vehicle registration costs;
- 9) Advises on the current requirements of Host Nations Laws affecting import export, buy, sale and transfer of ownership of vehicles;
- 10) Provides administrative support;
- 11) Participates in HRDS and Administrative training in order to maintain proficiency

## **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

## **4. ESSENTIAL QUALIFICATIONS**

### **1. Professional/Experience**

- 1) A minimum of 3 years of experience in administrative and/or secretarial services
- 2) A minimum of 3 years of experience in providing customer service/client services

### **2. Education/Training**

Secondary education and basic vocational training which might lead to a formal qualification with 3 years of experience.

### **3. Language**

English – SPL 3322 – (Listening, Speaking, Reading and Writing)

## **5. DESIRABLE QUALIFICATIONS**

### **1. Professional/Experience**

- 1) Previous experience in an international organization
- 2) Previous experience with in-processing and out-processing procedures

## **6. COMPETENCIES**

- 1) Personal Attributes: The Staff Assistant must be able to work with well-defined direction. Her/His communication skills and interaction with customers will have to above standard.
- 2) Professional Contacts: SHAPE members, Federal Police, Clerks of Ministry of Foreign Affairs.
- 3) Contribution to Objectives: Incumbent will be added value to absorb the increased workload, regarding in-processing/registration, in accordance with the current and future challenges of SHAPE.

## **7.CONTRACT**

The successful candidate will fill this post as a Project Related NATO International Civilian (PLN) with a three-year definite duration contract within the NATO 2030 Agenda. On expiry of this term the PLN will be deleted or absorbed into the ceiling pending approval or will exceptionally be considered for extension.

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.

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.

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.

## **8.ADDITIONAL INFORMATION**

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](#)

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. The application should be in English.

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

After submitting your application, you will receive an acknowledgement of receipt of your application.

Remarks:

A) Only nationals from the 31 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) Candidates' individual telephone, e-mail or telefax enquiries cannot be dealt with. All candidates will receive an answer indicating the outcome of their application.