SUPREME HEADQUARTERS ALLIED POWERS EUROPE

TALEO Job Number: 191017
Vacancy Number: A27/1019
Post Number: OSC RFOR 0050
Job Title: Staff Officer (Operational Requirements Analyst, Policy and Directives)
NATO Grade: A-3
Basic Monthly Salary (12 x per year): 6,854.04 €, tax free
Closing Date: Sunday 15 March 2020

SHAPE is looking for an Operational Requirements analyst to oversee development of capital investment programmes for Alliance Operations and Missions. If you have experience in requirement elicitation and capability development, project management and/or business analysis and would enjoy working in a dynamic, fast paced, multinational security environment this post is for you.

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: Resources Management Division

Post Context/Post Summary
SHAPE is the strategic level command responsible for the planning, preparation, conduct and execution of NATO operations, missions, activities and tasks as directed by Council in order to achieve the strategic objectives of the Alliance. The Strategic Enablers Directorate (STREN), directs monitors and co-ordinates the implementation of Integrated Resource Management (IRM) activities and staff functions at all levels of command across ACO. The Resources Management (REM) Division is responsible for the development and execution of ACO Strategic Management Plan and Objectives and the associated ACO wide processes of Planning and controlling execution through Performance Management and Risk Management.
The Operational Requirement Management (ORM) Branch is the focal point for managing ACO’s role as Operational Requirement Authority (ORA), through the entire capability delivery process. The Operational Requirement Lifecycle (ORL) Section, primarily directs the process of requirement initiation and coordinates all respective documentation related to Common funded Capability Delivery Governance model.

**Principal Duties**

The incumbent’s duties are:

1) Establishes and maintains professional contacts at staff level with the Capability Management Authorities (CMAs) to ensure that:
   a. The Operational Requirements Statements are properly presented, elaborated and agreed among CMA’s, prior to their submission to Governance for approval.
   b. ACO has an active and imperative contributing role among the CMAs, in Stages 2-4 of Capability Lifecycle, during the support and coordination of Capability Requirement Brief (CRB) and Capability Program Plan (CPP).
   c. The Capability Acceptance Report (CAR), is fully coordinated with the CMAs for the final endorsement by ACO.

2) Responsible to consolidate identified Lessons & Shortfalls and specific user needs during capability or Service usage, to develop a business change accordingly.

3) Responsible to coordinate and assess with relevant stakeholders the lessons learned/identified in order to enable benefits realization.

4) Based on periodic assessment reports, responsible to consult the CMAs for the retirement of capabilities that are no longer required.

5) Main custodian for the ACO Doctrine, Policy and Directives pertaining to the Capability Delivery and the adequate training delivery. In that respect he is responsible for the development, promulgation, periodic updates of the ACO Operational Requirement Directive, and contribution to any revision of documents related to the Common Funded Capability Delivery Governance Model.

6) Supports SHAPE Directorates for the Operational Needs Survey and Assessment Activity.

7) Primary representative of ORL Section to support the Operational Requirement Coordination Section (ORC) during the Capability Management Function (CMF) meetings.


9) Responsible to include within the OC2 ORS the Benefits anticipated (Benefits Management) and the Management of Risk (MoR).

**Committees – Boards Participation:**

- Resource Policy and Planning Board (RPPB) - Contributor when needed
- Operational Requirement Review Board (ORRB) – Contributor when needed
- Military Committee Working Group (MCWG) – Contributor when needed

**Special Requirements and Additional Duties**

The employee may be required to perform a range of duties within the division, utilizing the individuals skill set, without there being any change to the contract. The work is normally performed in a Normal NATO office working environment. Normal Working Conditions apply. The risk of injury is categorized as: No Risk.
**Essential Qualifications**

**a. Professional/Experience**

1) Minimum six years of recent staff experience in a large national, international, civilian or military organization’s post, involving analysis, management and monitoring of stakeholders relationships.

2) Minimum four years’ experience in identification, analysis and definition of operational and / or capability requirements, at program or project level within a large organization / company.

3) Minimum three years experience in setting and implementing policies, procedural advice, standards and guidelines related to operational / capability requirements and/or capability management.

4) Minimum of three years’ experience in translating strategic goals into business execution.

5) Minimum 2 years experience in requirement initiation / capability development applicable to military environment / domain.

6) Proven experience in chairing large scale meetings and working groups and coordinating and developing positions or outcomes with disparate, multi-functional areas.

7) Proven experience in working with requirements / capabilities related to Command and Control.

**b. Education/Training**

University Degree in economics, and/or engineering, and/or law, and/or accounting, business management/administration or related fields and 4 years post related experience, or Higher Secondary education and completed advanced vocational training in that discipline leading to a professional qualification or professional accreditation with 7 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**

**Specializations:**

1) Sound experience of resource planning in a NATO or similar international organization environment.

2) Demonstrated experience with risk management and effects and benefits realization.

**Specific Experience:**

3) Proven experience in resource management functions in a NATO or similar international organization.

4) Experience in education and training delivery.

**b. Education/Training**

1) Demonstrable evidence of successful performance at the senior administrator or management level in NATO or another international organization. Proven experience in interacting with NATO or national resource committees or other international negotiating/decision bodies.

2) Projects IN Controlled Environments (PRINCE 2) or Managing Successful Programs (MPS).

3) Resource Management Education Program (RMEP) Course, provided by NATO School Oberammergau (NSO).
c. **Language – N/A**

### Attributes/Competencies

#### a. Personal Attributes
- Capable of working harmoniously in a multi-national environment, whilst representing SHAPE and presenting ACO positions in a firm but tactful manner.
- Capable in analytical thinking, public speaking and negotiation methods necessary to develop, articulate positions and gain consensus.
- Ability to use initiative and good judgment in taking decisions on behalf of ACO while representing the command.
- The work associated with this post requires considerable persuasion and perseverance when dealing with SHAPE HQ staff, International staff, Agencies and Territorial Host Nations.
- A proven ability to chair large scale meetings and working groups is required.
- This post will require extensive and detailed knowledge of the NATO organization and processes for Capability Delivery, through all lifecycle stages.
- The post requires:
  a. A comprehensive understanding of the interrelationships and interdependencies of all relevant Capability Management Authorities (CMAs).
  c. Knowledge of NATO internal business processes including working group and committee functions, role of National delegations and missions representatives, and the role of HQ staffs (including NATO HQ Consultation, Command and Control (C3) Staff, the International Staff - NATO Office of Resources (IS-NOR), the International Military Staff (IMS)).

#### b. Managerial Responsibilities
This incumbent requires a functional responsibility within the Section to achieve the consistency and coherence of the various Capability delivery products (Operational Requirement Statements, Capability requirement Brief (CRB), Capability Program Plan (CPP) and Capability Acceptance. Additional functional responsibilities are related to elicitation of Lessons learnt of processes and Shortfall Identification, which will be addressed and supported in front of both Management and Governance layers, when needed.

#### c. Professional Contacts
This post requires establishing and maintaining professional contacts internally -within SHAPE - and externally - with the CMAs to coordinate all key products. The post will be involved in a wide range of meetings and interactions in which decisions and commitments are required regarding an optimum course of action. The incumbent must have a keen sense of the boundaries of post authority and the direction which superior leadership would adopt in response to an evolving situation.

#### d. Contribution to Objectives
All activities of REM Division, ORM Branch and ORL Section are directly linked with the ACO Strategic Management Plan. The incumbent’s performance in carrying forward her/his responsibilities for the effective and efficient coordination of all respective products, will have a significant impact and effect on SHAPE and ACO, pertaining to the materialization of relevant Capability delivery.

This post reports to OSC RFOR 0010, Section Head of the Operational Requirement Life Cycle Section (ORL).

**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.

The tests and interviews are expected to be held at SHAPE on 21 and 22 April 2020.

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 29 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.