SHAPE is looking for a Staff Officer who is in charge to provide advices, guidances and updates on NATO manpower and personnel policies, regulations and procedures within ACO. Do you have experience in the manpower or personnel management, then don’t hesitate and apply for this position.

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: J1

Post Context/Post Summary
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 Strategic Enablement (STREN) Directorate is responsible for directing, monitoring and co-ordinating the implementation of Integrated Resource Management (IRM) activities and staff functions at all levels of command across Allied Command Operations (ACO).

The J1 Division is responsible for ensuring capable manpower and personnel directives and management across Allied Command Operations (ACO).
The Staff Officer (Policy) is responsible to interpret the NATO Civilian Personnel Regulations (NCPRs) and Pension Scheme Rules and provides advice on policy revision in accordance with changes to the existing rules, and on a day to day basis provide ACO position and guidance on allowances and pension issues.

Principal Duties
The incumbent's duties are:
1. In the absence of the incumbent of the Cell Head (Policy) is the first point of contact for all civilian manpower and personnel issues/queries received from the ACO Command Group, Manpower Authorities, Subordinate Command J1s and Civilian Human Resource Managers (CHRMs).
2. Conducts research and provides preliminary interpretation of information provided in the development and promulgation of ACO Manpower and Personnel Policies.
3. Performs as the ACO focal point for all civilian policy and related procedures associated with deployment on Council-Approved Operations and Missions.
5. Authors AD 50-11, Civilian Deployment and provides updates, interpretation and co-ordinates all interim changes and revisions.
6. Authors AD 50-13, Management and Administration of Civilians Employed Under the Provisions of the NCPRs, and provides updates, interpretation and co-ordinates all interim changes and revisions.
7. Provides guidance to CHRMs on all aspects of Civilian Pre-deployment training.
8. Liaises with other ACO entities on all aspects of civilian deployment to include equipment, training, insurance and administration.
9. Performs as the ACO deployment waiver point of contact to all NATO entities. Receives and reviews deployment waiver requests. Drafts SACEUR waiver decision letter and processes waiver packets for signature.
10. Advises ACO commands on invalidity pension related issues, reviews/ensures invalidity pension packet completeness and drafts appropriate ACO letter for invalidity payment.
11. Provides ACO position and guidance on allowances and pension issues.
12. Advises ACO HRMs on all remuneration issues for serving staff.
13. Drafts all correspondence related to the approval / non approval of allowances.
14. Performs as ACO policy compliance official for the NATO Group Insurance.
15. Performs as ACO Representative and policy compliance official for the World Business Assistance & Insurance contract to ensure repatriation of covered staff while on official duty away from the respective country of duty.
16. Serves as the ACO insurance compliance official to ensure compliance of insurance policies and endorsements related to civilian deployment in support of Council-approved operations and missions.
17. Performs as the principle ACO POC responsible to negotiate deployed site missions contract insurance policies and endorsements to cover ICCs, ICHs, MCivs and LCHs employed to work at deployed sites in support of Council-approved operations and missions.
18. Serves as the ACO signature authority for insurance policies and policy endorsements related to ICCs, ICHs, MCivs and LCHs employed to work at deployed sites in support of Council-approved operations and missions.
19. Mediates with Allianz Insurance and Cigna Insurance to resolve ACO and staff insurance issues.
21. Serves as the ACO arbitrator in the ICC/ICH/MCiv/LCH non-medical complaint process.
22. Performs as principle ACO advisor to ACO CHRMs for Alliance and Cigna insurance related matters.
23. Contributes and assists in the assessment and the revision of directives and supplements for which the section is responsible.
24. Interprets the NCPRs and Pension Scheme Rules and provides advice on policy revisions in accordance with changes to the existing rules.
25. Maintains records on invalidity, pensions, and other allowances for which SACEUR is PEA.
26. Submits to MBC and NATO IS financial data and analysis for ACO & NAEW&C on pension related expenses.
27. Maintains records of the Pension Advisory Committee of the Co-ordinated Organizations (PACCO/CAPOC) working papers and minutes of meetings.
28. Provides general policy and guidance for committees and working groups addressing manpower and personnel issues.
29. Researches and assists in the preparation of submissions for Command Group taskers.
30. Contributes to ACO internal civilian personnel policies that respond to organizational needs with the main focus on PSOs/CROs.
31. Serves as a member of classification boards as required.
32. Assists in the review and monitoring of classification proposals and civilian job descriptions submitted by ACO military headquarters for Manpower Change Proposals and recruitment authorization.
33. Interprets NCPRs based on queries from subordinate organizations and staff.
34. Provides advice to ACO manpower staffs in resolving civilian manpower issues.
35. Represents ACO in court cases related to Pension Issues.
36. Liaises with NATO Pension Computation Unit, Finance and Pensioners Association.
37. Approves TDY travel requests for ACO Civilian Staff Association representatives.
38. Approval authority for payment of ACO PMIS services.

Committee Participation:
1. NATO Deployment Working Group (NDWG) - Member/Representative
2. NATO Allowances and Emoluments Working Group (NAEWG) - Member/Representative
3. NATO Insurance Working Group (NIWG) - Member/Representative
4. NATO Invalidity Pensions Working Group (NIPWG) - Member/Representative
5. NATO Recruitment Working Group (NRWG) - Member/Representative
6. Committee Participation:
7. NATO Civilian Pre-deployment Management Board - Member/Representative
8. Pension Advisory Committee of the Co-ordinated Organisations - Member/Representative

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 / risk might increase when deployed.
Essential Qualifications
A. Professional/Experience
1. Experience in manpower and/or personnel management.
2. Experience in developing written documents, reports and summaries.

B. Education/Training
University Degree in human resources management, business administration, law, social sciences, or related field, public administration, accounting, finance, management or related discipline and 2 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 4 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. Familiarity with NATO manpower and personnel policy, regulations and procedures.
2. Experience in personnel administration and management.
3. Good knowledge of the NCPRs.
4. Good Understanding of the NATO Remuneration Scheme.
5. Several years of experience in a multinational organization in a financial/personnel area.
6. Experience in an international military headquarters or international organization.
7. Skilled in presentation techniques.
8. Demonstrable management experience in an assistance function.

B. Education/Training – N/A

C. Language – N/A

Attributes/Competencies
A. Personal Attributes
Must be able to work autonomously within the constraints of applicable policies and directives; supervisory review and guidance provide by Cell Chief. The incumbent must be tactful and have the ability to express himself/herself clearly and persuasively both orally and in writing. Must demonstrate sound thought and judgment when dealing with requests from the ACO commands and also when dealing with requests for allowances and pensions “under the SACEUR’s Authority” concerning NATO civilian personnel and pensioners within ACO and related to the NCPRs and the Pension Scheme Rules. He/she acts as final arbitrator for granting invalidity pension in ACO. Must be a team player able to work harmoniously in an international environment. Requires little supervision. Easily able to adapt to maintain effectiveness with changing environments, tasks, responsibilities, or people. Good health stress tolerance and ability to work long hours when required.

B. Professional Contacts
Daily contact with ACO manpower and personnel staffs for the provision of information. Assists in liaising with the NATO IMS and IS on the resolution of manpower and
personnel policy issues. He/she is the primary ACO representative with Allianz Insurance management personnel to address ACO PE/CE insurance requirements and resolves concerns. He/she represents ACO on the NATO Civilian Pre-deployment Management Board and the Pension Advisory Committee of the Co-ordinated Organisations. Coordinates with NATO Pension Computation Units. Coordinates with BUDFIN on pension and tax adjustment payments.

C. Contribution To Objectives
Implements policies and procedures related to civilian staff involvement in PE/CE operations and missions. Supervises administration of insurance policies related to Council-approved operations and missions. Ensures compliance of allowance policy and invalidity pension regulations. Provides advice on pension interpretation to the ACO administrations, staffs and ACO pensioners. Prepares courses and conducts seminars for ACO HRMs on allowances. Monitors and facilitates compliance with legislation and regulations connected to the administration of civilians employed in support of mission. Assists in developing procedures and policy in own area of professional competence. Assists in the provision of support essential to efficient recruitment, administration and management of civilian employees. The provision of advice and guidance on policies and procedures could influence the employment, conditions of service and welfare of military and civilians employed at each ACO Command and theatre headquarters.
This post reports to OSC RHXX 0030 - Cell Head (Policy) - A-4.

D. Supervisory Responsibilities
Supervisory duties: Dependent on requirements may be required to direct and supervise the work priorities of an adhoc or permanent team 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.

*Given the COVID19 situation the selection process for this post will proceed in phases at dates to be fixed according to the evolution of current limitations. On-line testing might be considered.*

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](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.