

**POST DESCRIPTION  
NATO INTERNATIONAL STAFF**

**DIVISION:**

**TITLE:** Assistant

**GRADE:** B3/B4

**JOB FAMILY:** Support / Administrative Support

**WORK LEVEL:** III

**POST N°:**

**1. SUMMARY**

The incumbent will carry out the duties of Assistant in xxx . He/she is accountable for efficiently handling a wide range of support duties of an administrative and organisational nature.

**2. QUALIFICATIONS AND EXPERIENCE**

**ESSENTIAL**

The incumbent must:

- have a good general education at least to higher secondary level or to secondary level complemented by secretarial school;
- have familiarity with various software packages, in particular the Microsoft Office suite or similar;
- have at least 4 years' experience of secretarial duties;
- have the ability to demonstrate at least one additional skill, e.g.: in-depth working knowledge of PC software applications; experience in organising conferences or programme administration; knowledge of, and experience in accountancy; or working knowledge of an additional language of a NATO member nation;
- be fluent in one of the official languages of the Organisation and have a basic working knowledge of the other (must have passed standardised NATO tests);
- pass the NATO Microsoft Office Proficiency tests (MOPT) (this applies to candidates shortlisted for an interview only).

**DESIRABLE**

The following would be considered an advantage:

- European Computer Driving Licence (ECDL) or similar certification.

### 3. MAIN ACCOUNTABILITIES

- **Planning and Execution:**

Assist with the day-to-day administration: arrange meetings and handle related details, such as necessary travel arrangements and mission coordination, as well as coordination of leave plans. Organise own workload to ensure the accurate and timely execution of duties.

*Accountability statement: organise own activities and possibly activities of others to accomplish tasks within a specific domain.*

- **Management of Information:**

Administer the Section Head's schedule. Answer enquiries and incoming calls. Draft memoranda and cover letters to documents. Type and format all kinds of documents, including tables of figures requiring careful presentation using the standard software packages used by NATO (Word, Excel, PowerPoint). Take minutes at meetings as necessary. Oversee the paper flow into and out of the office including retrieving and organising correspondence/documents (including classified information). Maintain an effective follow-up and/or reminder system for pending actions within the Section.

*Accountability statement: coordinate, filter and deliver information.*

- **Knowledge Management:**

Collect, categorise, and track relevant information required for various tasks and projects. Maintain well-structured paper and electronic filing systems.

*Accountability statement: carry out data collection, storage and/or retrieval for an assigned area of expertise.*

- **Stakeholder Management:**

Liaise with points of contact to ensure efficiency in daily management of workload and processes. Be the point of contact for initial requests of various nature. Maintain all lists of internal and external contacts.

*Accountability statement: build a network of key contacts across the Organisation.*

- **Expertise Development:**

Proactively develop skills in areas such as planning and organising, new technology, languages and effective communication. Liaise with other Assistants to leverage knowledge.

*Accountability statement: take responsibility for job-related development, seek opportunities to enhance skills.*

- **Organisational Efficiencies:**

Provide constructive suggestions to improve office procedures. Find ways to be faster, better and more effective in managing information and using office tools.

*Accountability statement: contribute to the identification of opportunities for organisational efficiencies within one's own field of expertise.*

- **Financial Management:**

Ensure that proper financial procedures are followed for the budget, prepare the necessary financial documents, follow up on activities to ensure that financial files are correctly processed and maintain records of all financial transactions.

*Accountability statement: routine administration of allocated financial resources.*

- Perform any other related duty as necessary.

#### **4. INTERRELATIONSHIPS**

The incumbent reports to the xxx.

#### **5. COMPETENCIES**

The incumbent will demonstrate the following competencies:

- Organisational Awareness: understands the Organisation's structure.
- Teamwork: expresses positive attitudes and expectations of team or team members.
- Customer Service Orientation: takes personal responsibility for correcting problems.
- Initiative: is decisive in a time-sensitive situation.
- Clarity and Accuracy: checks own work.
- Flexibility: acts with flexibility.
- Integrity: acts consistently, in the workplace, according to basic values of openness and honesty.
- Empathy: listens actively