



N A T O U N C L A S S I F I E D

Duty Location: **The Hague, Netherlands**

VACANCY NOTICE

Portfolio Manager

Sponsor Accounts – NATO and Nations

Grade: **A3**

Reference Number: **A3-DSA-1154-12-NLD**

This is a position within the NATO C3 Agency (NC3A), an organization of the North Atlantic Treaty Organization (NATO);

The NC3A serves the Alliance through unbiased application of scientific and technical support, and C4ISR (Command, Control, Communications, Computer, Intelligence, Surveillance and Reconnaissance) acquisition expertise;

NC3A is organized in a top-level management directorate and distinct yet interrelated segments: Sponsor Accounts Segment; Core Segment; Production Segment, and; Shared Resources Segment. This post is assigned to the Directorate of Sponsor Accounts NATO and Nations, where the responsibility rests for developing, managing, coordinating, and overseeing Agency customers, sponsors and related issues. NC3A operations are underscored by the organization's core values and vision to be an essential, one-team contributor to NATO success. The NC3A operates on the basis of sponsor-provided funding, which enhances its product and service focus. The Agency is an innovative and trusted Alliance partner and achieves its short- and long-term goals and objectives through the application of strategy-focused organizational principles, to which this post is directly linked.

Duties:

Under the direction of Director Sponsor Account – NATO and Nations, the incumbent will perform duties such as the following:

- Support the Director Sponsor Account – NN and Principal Business Managers (PBMs) in managing the portfolio of projects assigned to the Sponsor account:
 - Support the PBMs in coordinating requirements from national sponsors and ensuring that these are addressed by the Direction of Production and assigned to the proper production areas;
 - Ensure that proposals meet Agency's quality standards and are in line with the expectations of sponsors, including quality acceptance criteria, scope and timelines of the proposal;
 - Monitor, understand, and communicate to sponsors the delivery status of projects or milestones;
 - Ensure that project deliverables meet the quality expectation of the sponsors, including monitoring the project execution, project closure and customer satisfaction feedback;
 - Monitor the portfolio with regard to its financial status (Planned versus Contracted and actual incomes), operational status (delivery of projects and milestones), and forecast (future cooperation);
 - Support the PBMs in providing reporting material on the status of the portfolio, including for the development of the Programme of Work and Annual report;
 - Deputize for the Principal Business Managers when required.
- Supports the Director Sponsor Account – NN in initiating, developing and maintaining relationships with nations and organizations, thereby ensuring that the projects and programmes within the portfolio are coherent, well managed and consistent. In particular, the incumbent will:
 - Support the PBM in initiating, developing and maintaining business relationships and strategic partnerships with nations and organizations;
 - Develop, collect and maintain material for the venues of Customer as well as lessons learned from contacts. Coordinate participation of other branches of the Agency in these venues;
 - Support the organization of workshops and symposia and speak at appropriate venues on items of interest to the sponsors in the NATO context;

N A T O U N C L A S S I F I E D

- Take proactive initiative in nurturing sponsor relationships and promote the Agency's capabilities across the different C4ISR domains;
- Contribute to the developing of marketing material and strategies to develop relationships with nations and organizations.
- Support the DSA-NN in the establishment and maintenance of portfolio management processes:
 - Support the PBM during the start-up and initiation stages of projects, coordinating the necessary parties for the preparation of the Proposal;
 - Manage the project closure, ensuring that deliverables are properly submitted to sponsors, followed by a formal acceptance, and adequate feedback on the Agency performance is obtained from the sponsor;
 - Monitors projects within the Portfolio under their execution phase, ensuring that milestones agreed with the sponsor are actually met and with sponsor's satisfaction; tracking project issues as they arise, raising those issues adequately within the DSA-NN, providing suitable recommendations for their solution;
 - Engages with both sponsors and relevant internal departments of the Agency for the resolution of issues should they arise;
 - Support the PBMs in the improvement of all relevant portfolio management processes, also liaising with other relevant Agency's departments as necessary.
- Support the DSA-NN in Customer Relationship Management:
 - Ensures that the Customer satisfaction is measured in a way that allows feedback to the Sponsors and internal entities within the Agency.
- Performs other duties as may be required.

Experience and Education:

- A university degree in a relevant scientific or engineering discipline equivalent to a Master's;
- At least 4 years relevant experience in Portfolio Management or Programme Management;
- At least 3 years relevant experience in the development, planning and acquisition of C3/C4ISR systems and/or solutions, or elements thereof;
- Demonstrated knowledge and understanding of financial, marketing, and strategy principles and concepts, and capability to apply such concepts within the context of the post;
- Proven ability to effectively communicate orally and in writing with proven briefing and presentation skills;
- Proven ability to work successfully with both military & civilian staff.

Desirable Experience and Education:

- A Master of Business Administration or equivalent degree, preferably obtained in an international context;
- Knowledge of Customer Relationship Management tools and understanding of their use;
- Demonstrated Project Management experience, attained in a military, defence, or industry organization;
- Several years recent NATO experience or equivalent national experience dealing with NATO agencies;
- Experience working with National MoDs or governmental organizations or institutions;
- Knowledge of NATO structure.

Language Proficiency:

- A thorough knowledge of one of the two NATO languages, both written and spoken, is essential and some knowledge of the other is desirable.
- **NOTE:** Most of the work of the NATO C3 Agency is conducted in the English language.

Personal Attributes:

- The incumbent should possess the personal qualities of tact, judgement and adaptability as well as good political awareness and motivational and listening skills. In addition, a sense of diplomacy and propriety in

order to work harmoniously with colleagues and other staff, both civilian and military, from NATO and the NATO nations, as well as with staff from private scientific/industrial organizations is needed.

Travel:

- Business travel to NATO and national (NATO and non-NATO) facilities as well as frequent travel between the Hague, the Netherlands and Brussels, Belgium offices;
- May be required to undertake duty travel to operational theatres inside and outside NATO boundaries.

Professional Contacts:

The incumbent is responsible for:

- Supporting establishing and maintaining contacts with:
 - National Ministries, including but not limited to Ministries of Defence (MoD);
 - National command structures;
 - National representations in NATO organizations.
- Coordinating and cooperating with other segments of the Agency as needed to satisfactorily perform the above mentioned duties:
 - Director of Production, including Project Managers and Head Project Management Officers;
 - Chief Technology Officer;
 - Legal Office;
 - Financial Management Resource Centre;
 - Operations Support Group;
 - Project Support Office;
 - Battle Laboratory Services Team;
 - Other Sponsor Account Segments.

Supervisory/Guidance Duties:

The incumbent may supervise, administer and give professional guidance to staff.

Working Environment: Normal office environment.

Security Clearance Level: NATO Secret

Starting Salary and Contract Offer:

- Starting basic monthly salary is 6,283.02 Euro and is exempt from income tax. Additional allowances may apply depending on the personal circumstances of the successful candidate.
- This post is offered for an initial period of 3 years, which may be renewed for subsequent periods, subject to satisfactory performance and the need to rotate skills and talent within the Agency. Serving civilian members of NATO will be offered a contract in accordance with the NATO Civilian Personnel Regulations.

How to apply:

To apply for this position, **you must complete an application form** together with Post Requirements Form (quoting reference "A3-DSA-1154-12-NLD") and send it to recruitment@nc3a.nato.int by close of business:

Thursday, 5 April 2012

It is intended that the interviews will take place in the week of 7 May 2012.

- Candidates who are serving civilian members of NATO are requested to mention their telephone extension in their applications. Applications from serving civilian members of NATO should be made through the candidate's Head of Service, or through the Human Resources/Personnel Section of the NATO Body, whichever is appropriate.
- Applications from candidates who do not meet the required qualifications will not be taken into consideration.
- Please note that curriculum vitae will not be accepted, unless accompanied by a completed application form and post requirements form. Applications not submitted on the NATO application form will not be taken into consideration. NATO C3 Agency application forms can be downloaded from the internet at <https://www.nc3a.nato.int/Opportunities/Pages/Vacancies.aspx>