

26594 - Agency Process Framework Process Development Manager

Location: The Hague, the Netherlands.

Period: 270 (start on 02 Nov. 2026)

Deadline: 22 Sep. 2026

Duties/Roles:

- Provides support to Quality and Risk Management Branch and Chief Quality Office by:
- Create and maintain dashboard for process performance management;
- Support process owners with the design of processes;
- Create, maintain and manage Microsoft Office Templates;
- Content Management for SharePoint sites under control of CQO;
- Measures and reports on Agency quality metrics and KPIs;
- Performs other duties as required.

Skills, Knowledge, Experience Required:

Mandatory:

- The candidate must have a currently active NATO SECRET security clearance;
- Process designing and optimization;
- Process measuring and monitoring (definition of critical success factor, key performance indicators etc.);
- Knowledge of language coding (i.e. Python, React, etc.);
- SharePoint "Design Privilege" to create Lists, set-up libraries, define and maintain attributes maintain site-pages, content management, etc.;
- Administration and customisation of Microsoft SharePoint 2013 and 2019;
- Knowledge of the Quality Tools;
- MS Word: template management, document reformatting, Macro knowledge, styles management;
- MS Excel: pivot tables, graphics, data management;
- MS PowerPoint: template management;
- MS Visio.

Desirable:

- Advanced knowledge and experience in Workflow automation tools such as SharePoint Designer;
- Customizing Sharepoint sites, pages and layouts and forms including third party forms designer tools (i.e. Infopath);
- Experience and understanding in Quality Assurance/Quality Control activities;
- Visual Basic for Applications (VBA);
- Microsoft Access.

Specific Working Conditions:

Mainly work from the office in The Hague (NLD), other flexible arrangements to be punctually agreed with Line Manager. May also be required to travel to other NATO compounds, especially Brussels and SHAPE (Mons, BEL), but also in other NATO countries..

Required Level of Security Clearance:

NATO SECRET.