

26738 - Business Services Project Manager for HR

Location: Brussels, Belgium.

Period: 260 (start as soon as possible)

Deadline: 05 Nov. 2026

Duties/Roles:

Task 1: Project Management, Stakeholder Management and Communication Management

The contractor will drive alignment and collaboration across NATO's enterprise initiatives and business services, ensuring coherence and increased effectiveness across all organizational entities. Responsibilities include:

- Managing projects and initiatives: Execute project and program management of business services initiatives. Ensure delivery of scope within time and budgetary constraints.
- Stakeholder management: Engage regularly with stakeholders across NATO entities, including HR, Procurement, Legal, Finance and others, to promote synchronized efforts toward harmonizing enterprise business services.
- Documenting: Develop and maintain documentation artefact necessary for any of the outlined tasks.
- Managing risks: Maintain risk and issue registries, propose mitigation measures, and address challenges to enhance the successful delivery of business services transformation.

Task 2: Leading the HR Business Services Transformation track

The contractor will act as the main lead for the Business Services Transformation HR track, ensuring coherence, streamlined processes and operational excellence across NATO entities. Responsibilities include:

- HR stream leadership: Lead and coordinate the HR stream under the broader Business Services Transformation effort, acting as the main point of coordination for HR-related enterprise initiatives within CDT.
- Enterprise HR Process Harmonisation: Lead the Enterprise HR Process Harmonisation exercise, including planning, stakeholder engagement, coordination and facilitation of working sessions.
- Dependency management: Identify and manage dependencies between HR transformation activities and related enterprise initiatives, including ERP, cloud migration, data platform, Finance, Procurement and other business services initiatives.

- Decision support: Prepare briefing material, options analyses and recommendations to support senior-level decisions on HR transformation, process harmonisation and HR cloud/ERP initiatives.

Task 3: Business Services Advisory (SME Role)

The contractor will provide expert advisory support on HR business services, ERP implementation and HR-related cloud transformation initiatives, ensuring that HR transformation activities are informed by relevant expertise, leading practices and enterprise-wide considerations. Responsibilities include:

- HR SME advisory: Provide CDT staff with ad-hoc subject matter expert advice on HR business services, ERP implementation, cloud-enabled HR solutions and relevant technology considerations.
- Market and leading-practice insight: Advise on market practices, leading practices and lessons learned from large-scale HR transformation, ERP implementation and cloud-based HR programmes.
- Business and technology alignment: Support alignment between HR business requirements, enterprise architecture, cloud adoption, data management and NATO's wider digital transformation objectives.
- Documentation review and quality assurance: Review HR-related project documentation, plans, process materials, solution approaches and delivery artefacts, providing recommendations to improve quality, coherence and delivery confidence.
- Stakeholder engagement support: Support engagement with HR stakeholders across NATO entities to ensure that transformation activities reflect operational needs, enterprise priorities and agreed HR process harmonisation objectives.

Skills, Knowledge, Experience Required:

Mandatory:

- NATO Secret security clearance;
- Minimum 8 years of relevant experience in digital transformation, specifically in Business Services, with significant experience in the HR domain;
- Proven experience leading HR transformation, ERP implementation and business services projects in large international organisations, including initiatives involving cloud-enabled solutions, data platforms and enterprise-wide process harmonisation;
- Demonstrated experience with HR process design, process harmonisation and business transformation;

- Proven experience in programme management and project management, preferably in complex, multi-stakeholder environments;
- Strong ability to interact with, manage and influence senior executive stakeholders;
- Strong communication skills in English, including the ability to develop written materials and present complex concepts clearly and succinctly.

Desirable:

- Experience working in NATO and understanding of relevant NATO policy;
- Experience with market solutions in the domain of HR, ERP and enterprise business services;
- Experience with commercial cloud provider platforms and/or on-premise cloud platforms;
- Certification in project or programme management, such as PRINCE2, PMP, or equivalent;
- Proven ability to navigate complex multi-national environments (e.g., NATO/military contexts);
- Understanding of Enterprise Architecture frameworks (e.g., TOGAF), IT Governance (e.g. COBIT) and service management (ITIL).

Required Level of Security Clearance:

NATO SECRET.