

AX058: Continuous Improvement and Process Officer

Post No AX058/ Ref. No 2026_00449

JOB DESCRIPTION (See link to the full job description in the blue box)

- A Bachelor's level qualification from a nationally recognised/certified University in audit, business administration, process/systems management, IT or in a related discipline and 4 years' post-related experience in the duties related to the function of the post. Alternatively, the lack of a Bachelor's level qualification may be compensated by the demonstration of a candidate's particular abilities or experience that is/are of interest to the Agency, and include at least 7 years' extensive and progressive expertise in international public or private institutions, or large public sector environment in the duties related to the function of the post.
- Recognised qualification and/or extensive training with a focus on process management, continuous improvement or in a related field.
- Ability to use MS Project and Visio.
- Ability to prepare flowcharts and to use process management tools.
- Knowledge of Business Process Modeling and Notation (BPMN).
- Knowledge and experience on using process management tools.
- Knowledge of Lean Process Management.
- NATO's official languages are English and French. The work of this post requires fluency in English, while working knowledge of French is desirable.

WHAT DO WE OFFER?

- Multicultural environment
- Initial three year contract with competitive monthly tax-free salary (subject to Article 19 of the Ottawa agreement on exemption of Taxation)
- Additional benefits for expatriate staff including expatriation and education allowances (where applicable) and additional home leave
- Excellent health coverage
- Great work/life balance
- Generous annual leave of 6 weeks plus official holidays
- Pension Scheme

POST DETAILS

- Basic monthly salary: EUR 7, 849.98 tax free - before insurance and pension contributions.

HOW TO APPLY?

All candidates (internal and external) should refer to the **FAQs** before applying.

NSPA internal candidates must submit additionally their latest completed **performance report**.

NSPA staff members of the same grade can submit a transfer request till 25 August 2026.

Applications sent via e-mail will be automatically rejected.

All application deadlines are based on the Central European Time (CET) zone.

IMPORTANT NOTES

Qualified redundant NATO civilian candidates of the same grade will be considered in priority.

Interviews are expected to be held approximately six weeks after the application closing date. The Talent Acquisition and Development Office shall let you know in due course the outcome of the screening process.

Moreover, due to the broad interest in NSPA and the large number of potential candidates, telephone or email enquiries cannot be dealt with.

The Agency would appreciate it if addressee countries could provide their support by submitting candidates whose security clearance can be effected (or confirmed) rapidly and who could report for duty as soon as possible after selection.

NSPA as an employer values diverse backgrounds and perspectives and is committed to recruiting and retaining a diverse and talented workforce. NSPA welcomes applications of nationals from all Member States and strongly encourages women to apply.

EMPLOYMENT STATUS REQUIREMENT FOR CURRENT MILITARY OR

ADMINISTRATION POST HOLDERS:

Please note that if you currently hold a military or administration post, you will be required to decide, in accordance with your national authorities' regulations, whether to retire or resign from your post, or apply for special leave from your national authorities. If you are invited to a preliminary interview, you will be asked to indicate your preference at that time as well.

IMPORTANT NOTE:

Your application should be submitted in one go and you **will not** be able to modify your data once submitted.