

CPC Advisory Team Charter

1. Background

The Commissioned Personnel Center (CPC) is the human resources service function of the NOAA Corps. CPC services NOAA Corps applicants, recruits, active duty, and retired members and their families. The Center is faced with a wide range of challenges and opportunities as it adapts to a new financial model, new internal business processes (e.g. human resources (HR) ticketing system), continues to address how to work efficiently in the COVID-19 era, implements new legislative authorities, and works to optimally support the NOAA Corps.

2. Objective

The CPC Advisory Team (CPCAT) will work to provide CPC with strategies and solutions to emerge from its current state to a more efficient Center. The CPCAT will be a strategic body to support, challenge, and provide perspective to the Commissioned Personnel Leadership team. The CPCAT will assess and provide recommendations on topics related to the management of the Commissioned Personnel Center and how the Center achieves objectives imperative to the Office of Marine and Aviation Operations (OMAO), NOAA Line Offices, and the officers of the NOAA Commissioned Officer Corps.

3. Roles and Responsibilities

- A. *The Director, CPC will assign individuals to the CPCAT.*
- B. *The Director, CPC will assign the Team Chair for the CPCAT.*
- C. *The Director, CPC will assign tasks and objectives to the CPCAT.*
- D. *The CPCAT will review and assess the priority challenges or opportunities facing CPC. The CPCAT will gather information through interviews with CPC managers/employees and end-users (officers) to determine perspectives on why we need this team and the sense of urgency. The CPCAT will identify, review, assess, and provide recommendations on the implementation of priority items to leverage corporate expertise.*
- E. *Potential review topics include but are not limited to:*
 - a. *Customer service model and effectiveness*
 - b. *Annual/multi-year budget formulation/planning/execution for NOAA Corps activities*
 - c. *Alignment of CPC with the OMAO Strategic Plan*
 - d. *PCS move management efficiencies and AGO contract collaboration opportunities*
 - e. *Process improvements to include proposed automation and IT efficiency solutions*
 - f. *CPC internal culture, organizational priorities/goals, and alignment with OMAO*
 - g. *Impacts of CPC culture and shared values on the NOAA Corps community*
 - h. *Training requirements and effectiveness for CPC staff*
 - i. *Training requirements and effectiveness for NOAA Corps officers*
 - j. *CPC internal and external communications strategy*
 - k. *Processes for recruiting, retention, staffing, and evaluating necessity of approved operational and support billets*

- I. *Effectiveness of the Officer Career Management Division on officer career development timeframe and commitment*

4. Scope

- A. *7 day responses to all agreed upon requests from CPC leadership unless otherwise negotiated.*
- B. *October, 2022, to March, 2023 (or TBD depending on group preference).*

5. Communications

- A. *The CPCAT will meet virtually every other Wednesday to address goals/priorities. Meetings might include CPC leadership, or exclusive to CPCAT members to discuss assignments per the discretion of the chair.*
- B. *The CPCAT Chair and Director, CPC, will provide the NOAA Corps and Director, OMAO, quarterly updates.*

6. Team Operations

- A. *The CPCAT chair serves as a team coordinator and sets meeting times/agendas.*
- B. *The CPCAT will comprise five to seven members. To the extent possible, continuity of the CPCAT will be maintained for six month intervals with the option to extend.*
- C. *The CPCAT agenda will be developed in coordination with the Director, CPC, Deputy Director, CPC, and chair of the CPCAT based on CPC requirements to ensure timely progress and responsiveness to emerging issues.*
- D. *One initial in-person workshop may be scheduled for team-building and to better articulate/communicate the Team's priorities. Additional in-person meetings are optional as-needed.*

7. Approval

The sponsor's signature provides formal approval of NOAA Corps Directive Tiger Team objectives, scope, and operations and authorizes team member participation and commitment.

Signature

Date

| Team Member | Responsibilities |
|------------------------------|--|
| CAPT Chris Kerns (Chair) | Organize the team, capture meeting minutes, keep focus on CPCAT priorities and organizational goals. Provide updates to CoC quarterly and as-needed. |
| Carl Newman | As Assigned. Efficiencies in improving workflows. |
| CAPT (sel) Amanda Goeller | Will assist in writing and aligning policies and procedures. Serve as a liaison between NJAC Group 5 and the CPAT (many overlapping priorities). |
| LCDR Adrienne Hopper | Will assist with process and business improvements |
| Dr. Lisa Lewis | Will assist with the various budget and financial management activities to include training and staffing requirements. |
| ENS Jessica Spruill | Will provide a balanced perspective from the Junior Officer community and serve as a liaison to NJAC Working Group 4. |