

(4) Office of Headquarters Operations

(a) EMPHASIS. The Office of Headquarters Operations serves as a focal point for a variety of roles and responsibilities that in other NASA installations fall under the purview of the Center Director, the Deputy Center Director, and/or the Associate Center Director. Among these roles, the Office facilitates the effective integration of Headquarters activities, operations and services across the organizations that comprise or support NASA Headquarters.

(b) OHO SPECIFIC RESPONSIBILITIES. Specifically, the Executive Director, Headquarters Operations:

- (1). Provides executive oversight to a range of physical and personnel security functions for the NASA Headquarters building; serves as the Designated Official for Emergency Management and Continuity of Operations contingencies; appoints Access Appeals and Credentialing/Ajudication Panels; and supports the Critical Incident Stress Management, Employee Assistance Program, and Threat Assessment Team activities.
- (2) Supports the intra-Headquarters integration of mission support services by managing the Headquarters Board of Advisors and similar forums.
- (3) Provides executive oversight in the areas of space utilization policy and exceptions, and Headquarters building master planning.
- (4) Manages the overall institutional and occupational safety programs at NASA Headquarters; conducts periodic safety inspections; appoints mishap investigation panels; and supports the completion of safety culture surveys.
- (5) Manages, integrates and supports general and specific employee engagement and inclusion efforts at NASA Headquarters; sponsors and supports Employee Resource Groups and other similar entities; provides oversight of the NASA Headquarters Exchange; supports internal communication efforts; and coordinates Headquarters support for the Combined Federal Campaign.
- (6) Manages, integrates and supports multiple conflict resolution programs including the Headquarters Anti-Harassment program; Alternate Dispute Resolution; the Headquarters Ombuds Program; and the Reasonable Accommodations process.
- (7) Represents management in negotiations and other interaction with the NASA Headquarters Professional Association (NHPA).
- (8) Engages senior leadership throughout Headquarters to remain cognizant of organizational and customer requirements; to ensure that mission support organizations have effective mechanisms for communicating with and responding to their respective constituencies; and to address related issues that cannot be resolved between Headquarters organizations.

(9) Engages with senior personnel from other NASA Centers to support Agency-wide initiatives designed to optimize the provision and efficacy of mission support services.

(10) In some instances, primarily when activities and/or functions cannot be performed by other offices or individuals within Headquarters, the Executive Director may personally manage individuals or organizational units and perform all of the requisite managerial functions associated with those responsibilities, including program planning, budgeting, performance evaluation and the management of human resources.

(c) SPECIAL RELATIONSHIPS. The Executive Director for Headquarters serves as a member of NASA's Mission Support Council (extended) and the Senior Management Council.

(d) IMMEDIATE LINE OF SUCCESSION. In the following order: Assistant Director for Headquarters Operations (Employee Engagement), or as otherwise determined by the Associate Administrator, Mission Support Directorate as circumstances warrant.