Position Information

<table>
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<tr>
<th>Post Title:</th>
<th>Project Development and Implementation Associate/Reporting, TCB-FOS</th>
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<tbody>
<tr>
<td>Level:</td>
<td>G-6</td>
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<td>Duty Station:</td>
<td>Montreal</td>
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Vacancy Notice: 2019/20/G 103658
Posting Period: 26 June 2019 – 24 July 2019
Date for entry on duty: As soon as possible

The Organizational Setting

The Field Operations Section (FOS) is responsible for the development, execution, monitoring, reporting and closure of the projects contained in the Technical Cooperation Programme (TCP). It provides advice and assistance in regards to the safety, security, environmental protection and sustainable development of civil aviation, in accordance with ICAO’s related Standard and Recommended Practices (SARPs) and Procedures and ICAO’s Regional Air Navigation Plans. FOS executes the TCP and the corresponding projects in coordination with other units, sections, offices and bureaus of the Organization, following the ICAO Field Services Staff Rules and Regulations, TCB Manual as well as FOS ISO 9001 procedures.

FOS is comprised of two units that develop, implement and close projects, one unit for Africa and Asia and another unit for Americas, Europe and Middle East. The incumbent will directly support the Head of Unit in analysing and elaborating regular reports related to the project cycle and FOS planning, in close collaboration with FOS Officer(s). The incumbent will work with a high level of independence and minimal advice from the Head of the Unit to whom he/she will report to.

Major Duties and Responsibilities

Function 1 (incl. Expected results)

In support of the corresponding Head of Unit, maintains databases, analyses data and develops draft reports related to projects and the programme as well as regular FOS activities, achieving results such as:

- Maintain, extract and analyse information from FOS databases regarding project development, implementation and project closure.
- Maintain, extract and analyse information from FOS databases regarding FOS activities described in the FOS Operating Plan.
- Maintain, extract and analyse information from FOS database related to Key Performance Indicators (ISO, TCB Operating Plan, etc.).
- Monitor and report on the implementation of the FOS Operating Plan, raising flags of delays and recommending mitigation measures.
- Collect FOS’ inputs for ad-hoc reports (e.g. MARB States, State briefings, PRC, SAFE Funds and AVSEC Funds, etc.).
- Participate in FOS data harmonization exercises to ensure the smooth and timely submission of FOS reports.
- Elaborate periodic reports on the status of on-going recruitment requests, analysing the information to propose to the Head of Unit prioritization criteria.
- Regularly prepare and submit to FOS Officers and Field Project Officers periodic and ad-hoc financial Agresso reports for monitoring purposes.

Function 2 (incl. Expected results)

Provides support to the Head of Unit in the continuous improvement of the section and quality assurance function, achieving results such as:

- Support the FOS Officers in improving the management of Direct Purchase Requisitions.
- Promote among FOS Officers and General Staff the evolution of FOS ISO Procedures, elaborating drafts for new or modifying current FOS ISO procedures.
• Liaise with the FOS focal point to ensure timely completion of mandatory project budget rephasals.
• Participate in all meetings organized by the Head of Unit, drafting meeting minutes and monitoring the compliance of the agreed activities.
• Support the Head of Unit in identifying issues preventing the smooth implementation of projects. Under the Head of Unit’s guidance, draft documents to propose solution to identified problems.
• Participate in Lessons Learned exercises organized by the FOS focal point, promoting these activities for continual improvement among FOS staff and monitoring agreed action plans assigned to FOS.

Function 3 (incl. Expected results)

Under the Head of Unit guidance, supports business processes (BPs) implementation within FOS, achieving results such as:

• Supports the optimization of FOS business processes based on reports and findings.
• Analyses how changes in TCB-ISO procedures affect BPs, making recommendations and coordinating required adjustments to ensure ISO compliance.
• Analyses relevant reports (e.g. EAO, external audit, JIU, etc.) to identify opportunities for improving operations, making recommendations and coordinating required adjustments to BPs.
• Assist in the administrative related tasks for BPs implementation.
• Ensure that pertinent BPs information is recorded and uploaded on the related web portals and Share Point.

Function 4 (incl. Expected results)

Provides support to FOS Officers in the development, starting up, implementation and closure of projects for the States/Organizations, achieving results such as:

• Draft emails and letters related to new requests from State, and replies to States in regards to new agreements/project Documents; monitors agreements/project documents to be signed, flag delays, and recommend appropriate solutions to overcome identified deficiencies.
• Coordinate the provision of inputs to develop project budgets, work plans and schedules with units/sections within TCB.
• Draft and circulate Notes for File and Handover Notes.
• Creates new projects in the ERP Agresso.
• Process requisitions for goods and services and direct purchase orders in the ERP Agresso, in accordance with the ICAO Procurement Code.
• Draft, circulate for approval, and send Agency Services Requests to field project teams to pay direct purchase orders.
• Initiate fellowships requisitions in the ERP Agresso.
• Raise recruitment requests for international experts in E-Recruiter, ensuring follow-up and raising flags to delays in the deployment of experts.
• Liaise with the Field Personnel Section (FPS) to ensure timely payment of locally recruited personnel.
• Coordinate project related travel and administrative arrangements for the issuance of tickets and daily subsistence allowances, and follow up with stakeholders until completion. Verify travel claims to ensure completeness and accuracy of missions.
• Assist in the analysis of quarterly project financial statements to ensure pertinence of financial records, proposing adjustments as necessary.
• Follow up on the availability of funds to implement projects and inform FOS Officers.
• Draft project revisions and send for approval, ensuring completion of signature process within ICAO and send signed documents to the States.
• Assist in the periodic maintenance of project budgets to ensure proper analysis of expected implementation.
• Prepare payment requests, and follow up to ensure completion of requests; draft and send emails to acknowledge receipt of contributions.
• Ensures proper documentation and records of project’s activities following TCB Procedures.
Function 5 (incl. Expected results)

Supports the administrative aspects of FOS’s work, meetings and seminars, achieving results such as:

- Draft and type correspondence, emails and documents upon the Head of Unit’s request.
- Under Head of Unit’s guidance, draft job descriptions for new FOS staff.
- Assist in the administration and arrangements for seminars, workshops, etc.
- Prepare general correspondence including memoranda and reports to the field and other sections, as required, on a timely basis.
- Collaborate with the IRIS team and other relevant entities in the implementation of Agresso functions.

Function 6 (incl. Expected results)

Performs other duties, as assigned.

**QUALIFICATIONS AND EXPERIENCE**

**Education**

**Essential**

A diploma of College Studies (DEC) or equivalent level of education.

**Desirable**

Additional training in business administration, project management or related field.

**Professional experience**

**Essential**

- A minimum six years of experience providing administrative support in a project management environment.
- Extensive experience in the use of IT tools (Suite Office in Microsoft, advance excel – pivot tables, look-up tables, VBA, macros, dashboards, advance charting).

**Desirable**

- Work experience within an international organization or a government.

**Languages**

**Essential**

Fluent reading, writing and speaking abilities in English.

**Desirable**

A working knowledge of any of the following languages of the Organization (Arabic, Chinese, French, Russian, Spanish).

**Competencies**

**Professionalism**: In-depth knowledge of Microsoft Office (advance excel skills -pivot tables, pivot reporting, look-up tables, VBA and macros, dashboards, advance charting, data tables- and advance access) and other administrative tools; good drafting skills of documents and emails; sound knowledge in project management techniques; knowledge of ICAO TCB Programme and familiarity with ISO 9001 Quality Management System; shows pride in work and in achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations.

**Communication**: Speaks and writes clearly and effectively; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify, and exhibits interest in having two-way communication; tailors language, tone, style, and format to match the audience; demonstrates openness in sharing information and keeping people informed.
**Teamwork:** Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others’ ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

**Planning and Organizing:** Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.

**Client Orientation:** Considers all those to whom services are provided to be “clients” and seeks to see things from clients’ point of view; establishes and maintains productive partnerships with clients by gaining their trust and respect; identifies clients’ needs and matches them to appropriate solutions; monitors ongoing developments inside and outside the clients’ environment to keep informed and anticipate problems; keeps clients informed of progress or setbacks in projects; meets timeline for delivery of products or services to client.

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**CONDITIONS OF EMPLOYMENT**

Applicants must hold either Canadian citizenship or Canadian Permanent Residency in order to be eligible for this position.

It should be noted that this post is to be filled on a fixed-term basis for an initial period of three years (first year is probationary for an external candidate).

ICAO staff members are international civil servants subject to the authority of the Secretary General and may be assigned to any activities or offices of the Organization within the duty station.

ICAO staff members are expected to conduct themselves in a manner befitting their status as international civil servants. The Standards of Conduct for the International Civil Service adopted by ICAO, which are applicable to all staff members, are defined in the ICAO Service Code (Staff Regulations).

ICAO offers an attractive benefit package to its employees in accordance with the policies of the International Civil Service Commission (ICSC).

The statutory retirement age for staff entering or re-entering service after 1 January 2014 is 65. For external applicants, only those who are expected to complete a term of appointment will normally be considered.

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<th>Remuneration:</th>
<th>Level</th>
<th>Net Base Salary per annum</th>
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<tr>
<td>G-6</td>
<td>CAD 41,590</td>
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**HOW TO APPLY**

Interested candidates must complete an on-line application form. To apply, please visit ICAO’s e-Recruitment website at: https://careers-new.icao.int.

**NOTICE TO CANDIDATES**

ICAO does NOT charge any fees or request money from candidates at any stage of the selection process, nor does it concern itself with bank account details of applicants. Requests of this nature allegedly made on behalf of ICAO are fraudulent and should be disregarded.