Position Information

Post Title: Head, Business Coordination and Support (BCS) Unit
Vacancy Notice: 2020/06/P 104250

Level: P-4
Posting Period: 28 January 2020 – 01 March 2020

Duty Station: Montréal
Date for entry on duty: As soon as possible

Special Notice:
The ICAO Assembly recently reaffirmed its commitment to enhancing gender equality and the advancement of women by supporting UN Sustainable Development Goal 5 “Achieve gender equality and empower all women and girls.”

Female candidates are strongly encouraged to apply for ICAO positions, especially in the Professional and higher level categories.

The Organizational Setting

Within the Bureau of Administration and Services, Languages and Publications provides interpretation, translation, and editorial services in the six ICAO working languages (Arabic, Chinese, English, French, Russian, and Spanish). Based on the principle of simultaneous distribution, it ensures the issuance of documentation to Council, its deliberative bodies, the Air Navigation Commission, and other ICAO meetings held within and away from Headquarters.

The Business Coordination and Support Unit is responsible for the planning, scheduling, monitoring, management, processing and timely distribution of all types of ICAO documents, including working papers for meetings, correspondence with member states and saleable publications. It coordinates requirements for translation, interpretation, editing and support services in the form of terminology, references, and outsourcing, taking into account capacity and resource constraints and maintaining detailed records on the status of all job requests as well as statistics on translation, interpretation and document production. The Unit develops policies for the efficient and timely delivery of ICAO documents and publications, advises and guides originating offices on their requests for language services, and helps coordinate the activities of the various LP units. It provides direct support to the Deputy Director, Languages and Publications in the form of policy, statistics, reports and recommendations for improved plans and operations.

The incumbent reports to the Deputy Director, Languages and Publications (LP) and implements the Deputy Director’s decisions and instructions regarding the provision of efficient, effective and timely language and publication services to the Organization and its stakeholders. The incumbent is expected to work independently, consulting and collaborating with LP sections/units, originating bureaus and external collaborators. General guidance is provided by DD ADB/LP, who assigns projects, decides on priorities and advises on complex matters. The supervisory duties of this post include technical supervision, coaching and training of professional and general service staff in the Unit, as well as performance evaluation, delegation and distribution of tasks, and decisions on priorities.

Major Duties and Responsibilities

Function 1 (incl. Expected results)

Leads, supervises and manages the work and staff of the Business Coordination and Support Unit, achieving results such as:

- Supervise and provide direction to BCS staff, motivating them and fostering good performance and teamwork, and evaluate staff performance.
- Organize and manage assigned resources to provide timely and effective service delivery, identifying and addressing gaps.
- Develop an operational plan for the Unit in a collaborative manner and supervise, monitor, and report on its implementation.
- Define work strategies for the Unit to ensure comprehensive provision of documentation and support services.
- Establish, monitor, and report on work and annual performance plans for staff, ensuring appropriate distribution of tasks and adjusting priorities as required to meet operational needs.
- Design and implement coaching and training strategies to enhance staff capabilities, productivity and performance.
• Oversee the activities of the Document Planning and Management Group to ensure efficient and timely production of documentation through effective workload analysis and capacity assessment.
• Oversee the activities of the Referencing, Terminology and Outsourcing Group to ensure the provision of efficient and timely services for translation, interpretation and editing, for internal and external collaborators, as well as stakeholders in other areas in and outside of the Organization.
• Oversee the activities of the Text Processing/Proofreading Centre to ensure efficient and timely production of translations.
• Chair or participate in meetings and working groups held inside and outside ICAO in order to support language services and improve documentation procedures.
• Serve as Secretary to the Publications Priority Board and its Sub-group on Coordination of Documentation, recording and implementing the Board’s decisions. Prepare and update documentation for use by the Sub-group.

**Function 2 (incl. Expected results)**

Leads and coordinates workflow processes for language services, achieving results such as:
• Supervise the management of the slotting schedule for the submission and delivery of documentation and publications.
• Supervise the operation of the Electronic Documents and Enquiry Network (EDEN), the ICAO-wide document production and workflow management tool.
• Identify and assess the resource needs for the full range of language service processes, in line with the priorities defined by originating offices.
• Contribute to the design and implementation of policies, procedures and guidelines on the drafting of ICAO documents and publications to ensure the production and distribution of high-quality outputs in a timely and cost-effective manner.
• Ensure/Facilitate the organization of regular planning and coordination meetings with originating bureaus and offices, advising them on existing ICAO rules and instructions governing documentation control and management.
• Coordinate the implementation of procedures and guidelines on the provision of support services (referencing, terminology and outsourcing) for translation, interpretation and editing.
• Coordinate the implementation of procedures and guidelines on the provision of text processing/proofreading services.
• Ensure the preparation of reliable workload forecasts and oversee the planning, preparation and processing of documentation and publications.
• Keep abreast of best practices and developments in document processing and language service delivery in international organizations, national governments and the private sector, and propose adjustments or changes to current ICAO practices.

**Function 3 (incl. Expected results)**

Supports and monitors the efficient and effective use of budgeted resources for language services, achieving results such as:
• Support the Deputy Director, Languages and Publications (DD/LP) in the preparation of the budget, the operational plan and the policies on language and publication services by producing and providing qualitative and quantitative input.
• Establish, monitor and report on annual performance and work plans for language services, in order to meet operational needs.
• Monitor and analyse key performance indicators, and make recommendations on perceived issues through risk assessment and change management functions.
• Assess the degree of compliance with standards, and recommend actions to address deficiencies and improve performance.
• Periodically assess LP operations in order to recommend improvements in the provision of timely and quality services.
• Ensure timely completion of Languages and Publications projects included in the annual operational plan.
• Prepare proposals on staffing and resource requirements for the delivery of language services in consultation with the relevant section/unit supervisors.
• Coordinate cost recovery activities for language services provided outside the regular program or to third parties.
• Monitor and evaluate deliverables for external contractors to ensure compliance with their terms of reference.
• Evaluate status of LP budgets, advising DD/ADB LP regarding available funds.

**Function 4 (incl. Expected results)**

Provides guidance, advice and technical expertise related to information technology (IT) frameworks for the management of language services, achieving results such as:
• Lead and manage projects for the identification and testing of new technologies and innovations in the field of language services.
• As a senior user, provide substantive input to the design and operation of the Language Services Management System (LSMS).
• Develop and implement short- and long-term plans for software/system requirements for language services and reassess the plans periodically.
• Liaise with the Enterprise Technology Services Section to address Languages and Publications’ hardware and software and other IT requirements.
• Build an appropriate operational framework to support capacity planning and workload sharing in order to achieve integrated workload management within LP.

Function 5 (incl. Expected results)

In coordination with other key stakeholders within and outside LP, creates a platform for an effective analysis of statistical data with a view to enhancing the delivery of language services by leveraging best practices and lessons learned, achieving results such as:

• Ensure timely and accurate preparation of periodic reports and statistical data on LP’s work.
• Make proposals for the improvement of translation and interpretation services based on historical data.
• Using statistical and other data, prepare reports, briefings, presentations, and working papers on language and publication services, including the Report on Publications, the Annual Report, etc.
• Prepare information reports on key performance indicators and other metrics to help senior management review the performance of all parties involved in the documentation process (originators, processors and end-users).
• Assess productivity of internal language services staff based on established standards.
• Prepare reports on performance indicators and provide inputs for results-based budgeting.
• Based on statistical data and planned documentation requirements, design tools to support operational decisions for timely delivery of documents.

Function 6 (incl. Expected results)

Performs other related duties, as assigned.

QUALIFICATIONS AND EXPERIENCE

Education

Essential
A first level university degree (Bachelor’s degree or academic equivalent), preferably in language services, information management, business or public administration, or a related area.

Desirable:
• An advanced level university degree (Master’s degree or academic equivalent), preferably in language services, information management, business or public administration, or a related area.
• Certification in project management (Prince 2 or similar).

Professional experience

Essential
• Considerable experience (ten years or more) in multilingual document planning / management activities, and in the provision of language services in an international organization or a major public or private sector institution.
• Practical experience with IT systems used by language services, such as Multitrans, Trados, EDEN or other workflow management software.

Desirable
• Experience with UN System or other international organizations.

Languages

Essential
Fluent reading, writing and speaking abilities in English and French.

Desirable
A working knowledge of another language of the Organization (Arabic, Chinese, Russian, or Spanish).
**Competencies**

**Core Competencies:**

**Professionalism:** Knowledge of UN or International Organizations’ document management policies, procedures and practices. Knowledge of documentation upstream planning, processing and distribution workflow. Ability to research, select, organize and summarize information required for the preparation of meetings and conferences. Ability to verify legislative mandates and to organize the overall advance planning and scheduling of pre-session documentation in accordance with a “slotting system”. Ability to organize information required for the monitoring, following-up and updating of the schedule of documentation. Knowledge of the relevant policies, guidelines, rules and regulations on control and limitation of documentation in order to evaluate submissions for processing and distribution. Ability to adapt to evolving procedures and modus operandi to improve timeliness of documentation. Ability to compile statistics on performance by department/organ/unit. 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.

**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.

**Accountability:** Takes ownership of all responsibilities and honours commitments; delivers outputs for which one has responsibility within prescribed time, cost and quality standards; operates in compliance with organizational regulations and rules; supports subordinates, provides oversight and takes responsibility for delegated assignments; takes personal responsibility for his/her own shortcomings and those of the work unit, where applicable.

**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.

**Managerial Competencies:**

**Leadership:** Serves as a role model that other people want to follow; empowers others to translate vision into results; is proactive in developing strategies to accomplish objectives; establishes and maintains relationships with a broad range of people to understand needs and gain support; anticipates and resolves conflicts by pursuing mutually agreeable solutions; drives for change and improvement; does not accept the status quo; shows the courage to take unpopular stands. Provides leadership and takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work; demonstrates knowledge of strategies and commitment to the goal of gender balance in staffing.

**Judgement/Decision-making:** Identifies the key issues in a complex situation, and comes to the heart of the problem quickly; gathers relevant information before making a decision; considers positive and negative impacts of decisions prior to making them; takes decisions with an eye to the impact on others and on the Organization; proposes a course of action or makes a recommendation based on all available information; checks assumptions against facts; determines that the actions proposed will satisfy the expressed and underlying needs for the decision; makes tough decisions when necessary.

**Conditions of Employment**

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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<tr>
<th>Remuneration:</th>
<th>Level P-4</th>
<th>Rate</th>
<th>Net Base Salary per annum</th>
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<th>Post Adjustment (net) per annum(*)</th>
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(*) Post Adjustment is subject to change.

**HOW TO APPLY**

Interested candidates must complete an online 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.