



International Civil Aviation Organization

Job Description [Applicable solely to secondment]

POSITION INFORMATION

Post Title:	Training Officer	Duration of Secondment	Three (3) years
Level:	P-4	Deadline for applications	
Duty Station:	Montréal	Date for entry on duty	ASAP
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. ”			

THE ORGANIZATIONAL SETTING

Within the Capacity Development and Implementation Bureau (CDI), the Global Aviation Training (GAT) Section, is responsible for the planning, management and coordination of all ICAO aviation training activities ensuring the efficient, effective and harmonized implementation of the ICAO Civil Aviation Training Policy and the response to training needs of Member States, international and regional organizations, aviation industry and other partners. The GAT Section is the ICAO focal point of contact for all training and associated activities. It comprises three Units: Training Operations (TOP), Training Assessments and Consultancy (TAC), and Training Design and Development (TDD).

Under the overall guidance and management of the Chief, GAT Section, the incumbent reports to the Chief, GAT and works closely with the Head, Training Operations Unit, who is responsible for assigning tasks, taking decisions on priorities and providing instructions on special tasks.

MAJOR DUTIES AND RESPONSIBILITIES

Function 1 (incl. Expected results)

Provides strategic and technical advice in support of the global implementation of ICAO Training, achieving results such as:

- Support the implementation of TRAINAIR PLUS strategies and plans with the aim of promoting an ICAO world-wide cooperative network of training centres demonstrating the highest possible standards of training.
- Draft business development strategies aimed at targeting potential new members for the network and ensure that the outcomes of the activities achieve the forecasted results (i.e., the number of new training centers joining the network).
- Review the initial membership applications and ensure their completeness and validity.
- Collaborate with internal and external partners to align training activities with industry best practices and regulatory requirements.
- Monitor and evaluate the effectiveness of training programs, collecting feedback from participants and stakeholders to identify areas for improvement.
- Coordinate new GAT and CDI business development activities and identify new outreach activities.

Function 2 (incl. Expected results)

Provides technical advice and expertise for GAT's Business Development, achieving results such as:

- Coordinate with Resource Mobilization to identify potential funding and in-kind support for GAT projects.
- Analyze feedback data to identify trends, strengths, weaknesses, and areas for improvement in training content, delivery methods, and overall participant experience.
- Collaborate with trainers, subject matter experts, and instructional designers to incorporate feedback into the refinement and enhancement of training materials and methodologies.
- Contribute to the development and implementation of a unified strategy for all GAT Programme activities.
- Identify, define, and develop ways to connect GAT's activities more closely with the Resource Mobilization functions and the ICAO's Regional Offices.
- Identify new business products, services, and markets to explore to support revenue generation activities within the aviation

industry.

- Support GAT Business Development in analyzing training initiatives funded by donors through resource mobilization.
- Participate in expert group technical discussions or international meetings/conferences promoting GAT's catalogue of courses.

Function 3 (incl. Expected results)

Develops frameworks that support the establishment and enhancement of relationships with existing TPP Members and Partners and ensures customer satisfaction, achieving results such as:

- Develop comprehensive plans to nurture and expand relationships with existing GAT customers.
- Identify key touchpoints and develop strategies to enhance customer satisfaction and loyalty.
- Provide existing customers with timely and commendable service to ensure their satisfaction.
- Develop draft Business Cases in collaboration with both ICAO and External Stakeholders.

Function 4 (incl. Expected results)

Coordinates the establishment of new plans and implementation of new initiatives for GAT, achieving results such as:

- Identify opportunities for new GAT products and services, including corporate partnerships, new electronic tools and training initiatives.
- Participate in the planning, development and launching of new GAT products and services.
- Collaborate with internal and external stakeholders to develop business cases for proposed initiatives or projects.
- Review the design and development of project master plans and strategies for GAT.
- Provide project management support to new training product implementation.
- Develop a framework of operations, considering the scope of Regular Programme activities, to understand and utilize ICAO's knowledge assets for potential revenue generation.
- Establish and document flexible and efficient processes and procedures in order to manage new course development.

Function 5 (incl. Expected results)

Performs other related duties, as assigned.

QUALIFICATIONS AND EXPERIENCE

Education

- A first-level university degree in public or business administration, economics, political science, international relations, or in a related field.

Desirable

- An advanced level university degree (Master's degree or academic equivalent) in any of the above areas.

Professional experience

Essential:

- A minimum of ten (10) years of experience in business or public administration, partnerships development and management, project/programme management, administration, or in a related field.

Desirable:

- Experience in the aviation industry.
- Experience in the United Nations common system, an international organization, or with a government.

Languages

Essential

Fluent reading, writing and speaking abilities in English.

Desirable

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

COMPETENCIES

Professionalism: Proven ability to multi-task and manage numerous projects at the same time. Excellent sense of organization and responsibility. Ability to manage customer relationships effectively. Knowledge of Quality management, including quality assurance and auditing. 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. Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.

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.

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.

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; tailor's language, tone, style, and format to match the audience; demonstrates openness in sharing information and keeping people informed.

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.

MODE OF SECONDMENT

The duration of the secondment is 3 years, which can be extended for an additional year and exceptionally. The Secondee is expected to work five days per week.

ICAO may avail itself of the services of personnel seconded by governments, other international agencies or educational, scientific, research or other institutions. Seconded personnel are engaged under a Trust Funded or Gratis (detached expert) arrangement, in accordance with terms and conditions stipulated in a Memorandum of Understanding between ICAO and sponsor of the seconded person. During the period of assignment with ICAO the seconded individual will be considered an "Official" of ICAO.

Once engaged by ICAO the seconded individual will be under the sole authority of the Secretary General of ICAO and all relationship with the releasing Government/Agency will be held in abeyance during the period of employment with ICAO.

As detached expert: The individual is detached from the releasing Government/Agency but is assigned to work for ICAO.

Trust Fund arrangement: Funds are deposited by the Government/Agency with ICAO for engaging personnel normally subject to the stipulations of a Memorandum of Understanding.