



International Civil Aviation Organization

Job Description [Applicable solely to secondment]

POSITION INFORMATION

Post Title:	Associate Administrative Officer	Duration of Secondment:	12 months
Grade Level:	P-2	Deadline for applications:	30 May 2026
Duty Station:	Montreal, Canada	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.”			

THE ORGANIZATIONAL SETTING

The Secretariat consists of the Office of the Secretary General, five Bureaus, seven Regional Offices, the Finance Branch, the Office of Internal Oversight, and the Ethics Office. The five Bureaus are as follows: the Air Navigation Bureau, the Air Transport Bureau, the Capacity, Development & Implementation Bureau, the Legal Affairs and External Relations Bureau, and the Bureau of Administration and Services, which are located at ICAO Headquarters in Montreal.

The position is located in the Strategic Portfolio Management Office (SPMO), located under the Office of the Secretary General (OSG). The SPMO fulfils enterprise-wide strategic functions on behalf of the Secretary General ensuring that ICAO is strategically aligned under the ICAO Strategic Plan and Business Plan and that the Triennial Operating Plan is prioritized, executed, monitored and reported effectively. The SPMO holds responsibility for Strategic and Business Planning, Portfolio Management and Governance, directing, supporting, monitoring and reporting on the delivery of the Programmes, Activities and Projects, together with Enterprise Business Process Management (EBPM), Change Management, Accountability, Internal Controls and Enterprise Risk Management (ERM). The SPM team also holds responsibility for Portfolio Project Management (PPM) and the Continuous Organizational Improvement (COI) Programme.

The Associate Administrative Officer reports directly to the C/SPM and supports the needs of the SPMO through effective and efficient management of SPMO administrative and operational tasks, while also contributing to the SPMO’s mandate for portfolio monitoring and reporting through the development, maintenance, and update of reports and dashboards. In addition, the incumbent works closely with other SPMO officers, other ICAO Bureaux and Regional Offices as required.

MAJOR DUTIES AND RESPONSIBILITIES

Function 1 (incl. Expected results)

Coordinates and provides administrative support to ensure the effective operation of the SPMO, achieving results such as:

- Apply and implement procedures, standards and tools in accordance with ICAO policy decisions and practices and ensure adherence to Administrative Instructions, as relevant.
- Oversee the design and implementation of procedures for compliance with ICAO processes for SPMO.
- Manage all administrative and physical arrangements for the hybrid work environment.
- Support SPMO staff in the coordination of meetings at ICAO HQ with other areas of the Organization, such as conference services and building security.
- Provide general administrative support, including correspondence management, drafting routine communications, and maintaining filing and record-keeping systems (electronic and physical).
- Plan and implement control mechanisms for administrative services and the maintenance of administrative control records.
- Facilitate and coordinate the effective provision and availability of office automation and ICT functionalities relevant to the work of SPMO; facilitate training sessions on any new processes to be introduced (e.g. IT self-service tools, information platforms).
- Support office management activities, including calendar coordination, tracking of deadlines, and follow up on actions. Prepare, process, and track administrative documentation such as travel requests, procurement-related documents, consultant contracts, and meeting documentation, in accordance with ICAO rules and procedures.

- Maintain and update administrative databases and records to ensure accuracy and accessibility.

Function 2 (incl. Expected results)

Coordinates human resources management processes, achieving results such as:

- Promote compliance with ICAO HR policies and, in consultation with ADB HR, provide interpretation of rules, regulations, guidelines and principles to staff, as well as ICAO's ethics framework, standards of conduct, and position on all forms of harassment. Compile and review documents related to personnel actions, coordinating with ADB HR, as required.
- Advise C/SPM on recruitment matters and timelines, ensuring compliance with HR policies and alignment with organizational objectives
- In coordination with C/SPM, prepare yearly training plan for SPMO staff.
- Draft and review job descriptions; coordinate with the Recruitment, Classification and Post Management Section to ensure accurate classification and timely processing. Monitor recruitment activities established in accordance with the ICAO HR Action Plan for SPMO. Participate in the preparation of the short list of candidates, coordinating with ADB HR on the scheduling of interviews. Support hiring managers in preparing interview questionnaires in coordination with panel members, ensuring compliance with existing policies and processes.
- Manage consultant recruitment under SSAs, including drafting Terms of Reference, processing contracts, and creating purchase orders in the ERP system. Supports with the management of consultant contracts, time-sheets and payment.
- Maintain accurate supplier and consultant profiles in ERP systems; proactively resolve registration issues to prevent delays
- Implement and keep current the HR Action Planning tool.
- Ensure on-boarding, induction re-integration into the workplace and off-boarding support is provided,
- Facilitate timely and effective arrangements for staff assignment and repatriation (travel, accommodation, importation of household effects) and visit of officials.
- Serve as focal point on all HR-related procedural matters, in consultation with ADB HR. Act as family focal point for SPMO, ensuring support and guidance to staff, during emergencies and in cases of death, in alignment with the appropriate protocols and best practices.
- Provide advice to staff, in consultation with ADB HR, with respect to conditions of service, duties and responsibilities, and privileges and entitlements under the Staff Rules and Regulations and ensure their proper implementation.

Function 3 (incl. Expected results)

Coordinates and ensures financial planning, proactive monitoring, and timely reporting to optimize resource utilization and support operational goals for SPMO, achieving results such as:

- Monitor and align financial plans with SPMO operating objectives and approved budgets to ensure fiscal compliance and efficiency. Analyze budget variances, identify trends, and recommend corrective actions to optimize resource allocation and cost-effectiveness.
- Collaborate with the Finance/Budget Office to verify figures, process fund transfers, and manage meeting budgets.
- Prepare accurate financial forecasts, requests for additional funds, and year-end submissions to support strategic decision-making.
- Develop analytical reports on budget performance and advise management on financial sustainability.
- Execute budget-related and documentation tasks requested by the C/SPM.
- Support SPMO submissions for inclusion in triennial budgets and business plans, ensuring alignment with organizational priorities.
- Compile and validate financial data for annual and triennial budgets and other reports requested by C/SPM or senior management.
- Process financial transactions in ERP systems in accordance with ICAO financial regulations.
- Support as SPMO alternate Budget focal point, addressing all budget-related queries and ensuring accurate financial oversight.

Function 4 (incl. Expected results)

As the Procurement focal point, coordinates/initiates all procurement-related activities, achieving results such as:

- As SPMO's procurement focal point, advise on procurement matters and compliance requirements.
- Assist in drafting Terms of Reference (TORs) for tenders and contribute to defining evaluation criteria.
- Collaborate with the Procurement Section (PRO) to ensure compliance with procurement rules and regulations.
- Raise requisitions within approved budgets, follow up on goods delivery, and process payment processing.
- Monitor supplier performance evaluations, as required.

Function 5 (incl. Expected results)

Provides data analysis, reporting and dashboard development support, achieving results such as:

- Support the preparation of management reports (including but not limited to: Council working papers, informal briefings, annual reports, etc.), presentations, and briefing materials.
- Research administrative and financial data sources and prepare regular, analytical and ad hoc information and recommendation to C/SPM to support informed decision-making.
- Review and make recommendations with respect to the finalization of analytical budget performance reports, evaluate and analyse variances between approved budgets and actual expenditures.
- Develop and update dashboards and data visualizations using tools such as Power BI, under guidance, to support performance monitoring and reporting.
- Assist in producing customized and/or detailed forecasts (and future trends) for planning and performance analysis.
- Conduct data collection, data cleansing, validation, and basic analysis to ensure data quality and consistency.
- Provide technical and statistical analysis on relevant reports, as required, and when necessary.
- Maintain and update databases and online sites (including but limited to: intranet, public site, Sharepoint portals, etc.) related to programme, administrative, or performance information.
- Carry out quality control checks, review quality of data for quality assurance. Provide recommendations for appropriate solutions.
- Develop procedures for the management of data in collaboration with other stakeholders
- Contribute to the development of rules to improve the validation process of statistical forms.
- Harmonize various data by analysing differences.
- Support periodic reporting exercises by consolidating inputs and ensuring alignment with ICAO reporting standards and templates.
- Consult other internal and external sources to solve inconsistencies or clarify data and to research missing information.
- Ensure the timely preparation of statistical data for reporting to the Council, the UN and other UN agencies.
- Support users and provide technical input and support on answers related to the developed reports/dashboards.

Function 6 (incl. Expected results)

Contributes to the preparation of working and information papers to Committees, Council and Assembly, achieving results such as:

- Coordinate the preparation and scheduling of working papers and reports of an administrative nature, to the Council and monitor progress to ensure timely issuance of documentation.
- Contribute to the formulation of the Business Plan by providing pertinent required information and data to the C/SPM and other colleagues as required.
- Provide input on and/or review related working papers for C/SPM's approval.

Function 7 (incl. Expected results)

Performs other related duties, as assigned.

IMPACT OF THE OUTCOME OF THE POSITION

The position contributes to the implementation of SPMO's mandate by ensuring efficient office operations, effective coordination of activities, providing integrated administrative, coordination, and data analysis services.

WORK RELATIONS AND CONTACTS

The incumbent interacts daily with the Chief, SPM on complex administrative and coordination matters and will work closely with the Portfolio Governance, Monitoring and Reporting Officer for data analysis and reporting matters. In addition, s/he maintains a direct working relationship with other SPMO team members, HR business partners, Finance, Procurement, Building Security and staff for coordination and collaboration purposes.

QUALIFICATIONS AND EXPERIENCE

Education

Essential

- An advanced-level university degree (Master's degree or academic equivalent) in business administration, public administration, communication, social sciences, information technology, finance, human resources management, engineering, or related field, is required. A first-level university degree in combination with two additional years of

qualifying experience in business administration, public administration, communication, social sciences, information technology, finance, human resources management, engineering, or related field, may be accepted in lieu of the advanced university degree.

Desirable

- Project Management Practitioner Certification.

Professional experience

Essential

- A minimum of two (2) years of relevant, professional experience in administrative support, coordination, reporting, or related areas.
- Experience with data analysis, business intelligence, management and development of dashboards and reports.
- Experience with contemporary Information Technology applications, specifically using Microsoft tools (e.g. Power BI, Power Automate, Share Point, etc.).

Desirable

- Experience in Oracle and/or other ERP systems.
- Experience in an international setting such as a UN common system organization.
- Experience in procurement and/or supply-chain logistics.

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

Core Competencies:

Professionalism: Proficient in Information technology (in particular with Microsoft Office suite applications). Knowledge of, and familiarity with, Artificial Intelligence applications used for data-analysis, monitoring and reporting. Creativity and good analytical skills. 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.

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

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.

Commitment to Continuous Learning: Keeps abreast of new developments in own occupation/profession; actively seeks to develop oneself professionally and personally; contributes to the learning of colleagues and subordinates; shows willingness to learn from others; seeks feedback to learn and improve.

MODE OF SECONDMENT

The duration of the secondment is 12 months, which can be extended for an additional 12 months and thereafter, depending on need. The seconded individual 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 Trusted 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 the purpose of engaging personnel normally subject to the stipulations of a Memorandum of Understanding.

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.