International Civil Aviation Organization
Job Description [Applicable solely to secondment]

POSITION INFORMATION

Post Title:	Associate Global Ambassadors Programme Officer	Duration of Secondment:	three (3) years
Grade Level:	P-2	Deadline for applications:	
Duty Station:	Montréal, 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 International Civil Aviation Organization (ICAO) sets international Standards and Recommended Practices (SARPs) for aviation safety, air navigation, security, and environmental protection. To that effect, ICAO is a knowledge-based organization engaged in the development of intellectual property.

The Capacity Development and Implementation (CDI) delivers aviation development projects worldwide, helping States strengthen their civil aviation systems and meet international obligations. The Bureau works with all other ICAO Bureaus and Regional Offices to provide holistic support to States and international organizations to help them achieve compliance with ICAO Standards and Recommended Practices (SARPs) and ensure we advance the overall strategic objectives of ICAO and the United Nations Sustainable Development Goals (SDGs).

The incumbent will support the ICAO Global Ambassadors Programme Officer in the implementation of the ICAO Global Ambassadors Programme, established in 2025, contributing to the ICAO Strategic Plan 2026-2050.

MAJOR DUTIES AND RESPONSIBILITIES

Function 1 (incl. Expected results)

Coordinates the implementation of the ICAO Global Ambassadors Programme, achieving results such as:

- Support the coordination and day-to-day implementation of the ICAO Global Ambassadors Programme, in line with established objectives and workplans.
- Maintain and update the roster/database of Ambassadors and Champions, including contact lists and engagement records.
- Coordinate and facilitate communication with Ambassadors and Champions, including the preparation of correspondence and briefing materials.
- Monitor deliverables and timelines against the Programme workplan and compile inputs for periodic reporting on the implementation of the ICAO Global Ambassadors Programme.
- Organize and facilitate onboarding and periodic briefing sessions for Ambassadors.
- Collect and analyse data on Programme activities and engagement, presenting findings and recommendations to inform reporting and enhance Programme visibility.
- Contribute to the preparation of summaries, dashboards, or briefing notes for internal use.

Function 2 (incl. Expected results)

Contributes to the planning and delivery of outreach and engagement activities, achieving results such as:

- Organize outreach activities involving Ambassadors and Champions, including events, campaigns, and stakeholder engagements.
- Draft communication materials (talking points, background notes, presentation slides, social media inputs).
- Liaise with relevant internal partners to coordinate logistical and administrative aspects of events involving Ambassadors (e.g. invitations, agendas, participant coordination).
- Support engagement with relevant internal stakeholders to ensure alignment of messaging and activities.
- Monitor visibility and outreach activities and compile basic analytics and summaries.

Function 3 (incl. Expected results)

Contributes to knowledge sharing and content development, achieving results such as:

- Conduct background research on workforce development, outreach strategies, and aviation awareness initiatives to inform Programme activities.
- Analyse and document examples of Ambassador and Champion activities, including success stories and lessons learned.
- Assist in preparing internal notes, reports, and presentations on Programme implementation and results.
- Support development of content for ICAO platforms, including website updates and internal knowledge-sharing tools.

Function 4 (incl. Expected results)

Performs other related duties, as assigned.

IMPACT OF THE OUTCOME OF THE POSITION

- Engage, inspire and call upon all people to consider careers in the aviation industry.
- Help amplify the work of ICAO and the vision laid out in its Strategic Plan 2026-2050 to support the future growth of aviation through raising awareness and mobilizing support from States, donors and partners.
- Reach new target audiences to educate and inform on available career choices in the aviation industry and how the sector is contributing to a better future.
- Increase widespread participation in the aviation sector, especially in leadership and technical roles.

WORK RELATIONS AND CONTACTS

Title and level	Purpose
a) Inside the Organization • DD/CDI, CDI Bureau	Within CDI, DD/CDI oversees the overall activities of the bureau in relation to the social dimensions
• RPM Section, CDI Bureau	Collaboration with the Uniting Aviation as well as video production teams on producing outreach content in alignment with ICAO's marketing practices and relevant policies
• Communications Office (LEB)	Collaboration with the Communications Office in relation to press releases, highlights, and social media activities supporting the Programme
a) Outside the Organization	
• Stakeholders i.e. Airlines / training centers providers / Specialized Agencies / Universities providing aviation courses	The group of ICAO designated Ambassadors and Champions and when needed their communications offices to support the implementation of the Programme.

QUALIFICATIONS AND EXPERIENCE

Education

Essential:
An advanced-level of university degree (Master's degree or academic equivalent) in communications, marketing, business or public administration, law, economics, development studies, international relations, or in a related field, is required.

Professional Experience

Essential
A minimum of 2 (two) years of experience working for a government authority, international organization and/or private sector on project coordination, communications, outreach, advocacy, promotion campaigns and partnerships.

Desirable

- Experience in the aviation industry.
- Experience in the United Nations common system.

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: 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.

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.

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 organisational 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.

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.

Creativity: Actively seeks to improve programmes or services; offers new and different options to solve problems or meet client needs; promotes and persuades others to consider new ideas; takes calculated risks on new and unusual ideas; thinks "outside the box"; takes an interest in new ideas and new ways of doing things; is not bound by current thinking or traditional approaches.

Technological Awareness: Keeps abreast of available technology; understands applicability and limitations of technology to the work of the office; actively seeks to apply technology to appropriate tasks; shows willingness to learn new technology.

MODE OF SECONDMENT

The duration of the secondment is three (3) years, which can be extended for an additional year and thereafter, depending on need for the subject matter expert. 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 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.