International Civil Aviation Organization
Job Description

POSITION INFORMATION

Post Title:	Audit Programme Training and Engagement Expert	Duration of Secondment:	Three (3) years
Grade Level:	P-4	Deadline for applications:	
Duty Station:	Montréal, Canada	Date for entry on duty:	
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 Air Navigation Bureau (ANB) in ICAO is responsible for providing technical guidance to the Air Navigation Commission (ANC), the Council, and the Assembly. The Air Navigation Bureau provides technical expertise in aviation-related disciplines to States, industry and all elements of the Organization. The Bureau is also responsible for maintaining and implementing the Global Aviation Safety Plan (GASP) and Global Air Navigation Plan (GANP), including its aviation system block upgrades as well as producing yearly safety and air navigation status reports. The Bureau develops technical studies and proposals for Standards and Recommended Practices (SARPs), and Procedures for Air Navigation Services (PANS) for further processing by the governing bodies of ICAO. The Bureau also develops related procedures and guidance material. The Bureau also manages the Universal Safety Oversight Audit Programme (USOAP) and the Regional Safety Oversight Organization (RSOOs)/Regional Accident Investigation Organization (RAIOs) Assessment Programme (RRAP), which continuously monitors Member States' and Regional Organizations' safety oversight capabilities and functions. ANB further develops guidance on State safety oversight and regional safety oversight, it works to strengthen regional safety oversight practices through cooperation, coordinates implementation support including the SAFE Fund, mobilizes Member State support for adherence to ICAO Standards, and builds partnerships across global oversight, assurance, and implementation support programmes.

Monitoring, Oversight and Coordination (MOC), among others, is responsible for the evolution and execution of the USOAP and RRAP. These Programmes monitor Member States using the Online Framework (OLF) to determine States' effective implementation of safety oversight systems, and RSOOs/RAIOs using the ICAO RRAP Electronic Management System (REMS). The Programme also analyses and reports on audit insights and on their impact on aviation safety. MOC is responsible for partnerships relevant to ANB and sharing information with partners. MOC oversees the planning, development and coordination of implementation support activities, including regional cooperation, for safety and air navigation to better support the ICAO implementation strategies and results.

The incumbent reports directly to the Deputy Director, Monitoring Oversight and Coordination (DD/MOC), and is expected to work collaboratively across the organization to drive Programme Development matters forward.

MAJOR DUTIES AND RESPONSIBILITIES

Function 1 (incl. Expected results)

Develops and delivers auditor/assessor training and engagement activities, achieving results such as:

- Identify auditor/assessor training needs based on feedback, performance monitoring, new or revised protocol questions or assessment questions, audit/assessment concepts, methodologies, procedures, tools and other programmes developments.
- Develop auditor/assessor training and engagement plans, including priorities, target audiences, learning objectives, delivery formats and timelines aligned with programmes needs and implementation priorities.
- Develop, coordinate and deliver auditor/assessor training and engagement activities through appropriate formats, including webinars, videos, presentations, briefings, workshops, guidance material and other learning products.
- Plan, coordinate and implement OLF and REMS-related communication, promotion, awareness, training and engagement initiatives for States and other relevant stakeholders, including targeted information sessions and presentations on programme

developments, expectations and available support mechanisms.

Function 2 (incl. Expected results)

Develops, implements and coordinates the continuous improvement of the new auditor/assessor training programmes, achieving results such as:

- Develop and ensure the currency of documentation for the new auditor/assessor training programmes, including the frameworks, curricula, learning objectives, delivery approaches, assessment methods, roles, processes and supporting materials.
- Ensure that training programme documentation remains clear, current and aligned with applicable audit/assessment concepts, methodologies, procedures, tools and Programme developments.
- Establish mechanisms to systematically collect, document and analyse input from training delivery, participant evaluations, instructors, auditors/assessors and related engagement activities.
- Drive targeted improvements to training programmes, curricula, methodologies and supporting materials by translating feedback, lessons learned and identified performance needs into actionable recommendations.
- Coordinate training programme reviews and updates with relevant technical and operational stakeholders, and monitor the implementation and effectiveness of agreed improvements.

Function 3 (incl. Expected results)

Provides expertise and programme support for the effective operation and continuous improvement of RRAP and USOAP CMA, achieving results such as:

- Contribute to quality control on audit/assessment and validation reports and related documentation to ensure consistency and adherence to the established report preparation standards and requirements.
- Validate the implementation of corrective actions submitted by States/RSOOs/RAIOs under the USOAP CMA and RRAP.
- Facilitate the maintenance of relevant audit programme questionnaires to ensure alignment with the latest Annex amendments and associated guidance material.
- Manage and safeguard the information contained in the USOAP online framework (OLF) and REMS.

Function 4 (incl. Expected results)

Performs other related duties, as assigned.

IMPACT OF THE OUTCOME OF THE POSITION

The incumbent's work supports a structured, current and continuously improving auditor/assessment training programmes that strengthens auditor/assessor competence and promotes the consistent application of audit/assessment methodologies, procedures, tools and reporting requirements. By documenting the programmes and systematically incorporating feedback and lessons learned from training and engagement activities, the position helps ensure that training remains responsive to evolving programme needs. The position also contributes to the effective operation of USOAP CMA and RRAP through quality control, corrective action validation and the maintenance of programme questionnaires, information and systems.

WORK RELATIONS AND CONTACTS

Title and level	Purpose
a) Inside the Organization	
• DD/MOC • Chiefs and Technical Officers of ANB Sections • USOAP and RRAP Programme Staff • Oversight Support Unit (OSU) Staff • ICAO Regional Offices and Other Bureau Staff	Receives strategic direction. Provides advice and recommendations on training programme development, audit methodologies, training initiatives, stakeholder engagement activities, and reports on progress and key programme issues. Collaborates on the development, review and implementation of audit methodologies, Protocol Questions, guidance material, training programmes and implementation support activities; coordinates on technical matters affecting USOAP and RRAP.

	Coordinates audit planning, quality assurance, report review, validation of corrective actions, maintenance of programme documentation, and the development and delivery of auditor training and engagement activities. Coordinates maintenance and enhancement of the OLF and REMS platforms, ensuring programme requirements are reflected in system functionality, user support and training materials. Exchanges information and coordinates outreach, training, implementation support and stakeholder engagement activities to promote effective programme implementation and support Member States and regional organizations.
b) Outside the Organization	
• ICAO Auditors, Subject Matter Experts (SMEs), Consultants and Instructors • Civil Aviation Authority (CAA) Officials Representatives • Regional Safety Oversight Organizations (RSOOs) and Regional Accident Investigation Organizations (RAIOs) Representatives	Develops, delivers and evaluates auditor training; exchanges technical information; promotes consistent application of audit methodologies, procedures, tools and reporting standards. Coordinates audit, validation, training and engagement activities; provides guidance on USOAP CMA requirements, methodologies, corrective action plans, OLF use, and related programme developments. Coordinates RRAP activities, promotes understanding of assessment methodologies, supports implementation of corrective actions, and facilitates capacity-building and stakeholder engagement initiatives.

QUALIFICATIONS AND EXPERIENCE

Education

Essential

An advanced-level university degree (Master's degree or academic equivalent) in aviation, education, business administration, programme management, quality management, or related field, is required. A first-level university degree in combination with two additional years of qualifying experience in aviation, education, business administration, programme management, quality management, or related field, may be acceptable in lieu of the advanced university degree.

Professional experience

Essential

- A minimum of seven (7) years of progressively responsible professional experience in aviation safety oversight, audit, quality assurance, training programme development or a related field.
- Experience in the design, development, implementation, evaluation and continuous improvement of training programmes, including the preparation of training documentation, curricula, learning materials and assessment methodologies.
- Experience working with audit methodologies, procedures, tools, quality-control processes or safety oversight systems.

Desirable

- Experience as an aviation safety inspector/auditor in a Civil Aviation Authority, Regional Safety Oversight Organization or other related international organization.
- Experience in developing capacity-building activities in an aviation environment.
- Experience managing information or supporting users through electronic audit or learning-management systems.
- Experience with ICAO safety oversight programmes, audit methodologies, Protocol Questions, corrective action validation or audit-report quality control.

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. In-depth knowledge of a technical area related to aviation. In-depth knowledge of ICAO Annexes. In-depth knowledge of ISO 9001 quality management system. Knowledge of ICAO functions, organization and international activities. Knowledge of the ICAO Universal Safety Oversight Audit Programme (USOAP) Continuous Monitoring Approach (CMA).

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.

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.

Mode of Secondment

The duration of the secondment is for three 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.