International Civil Aviation Organization
Job Description

POSITION INFORMATION

Post Title:	Audit Programmes Development Officer	Duration of Secondment:	Three (3) years
Grade Level:	P-4	Deadline for applications:	
Duty Station:	Montréal, Canada	Date for entry on duty:	1 November 2026
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. ANB 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 the 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 and develops related procedures and guidance material. The Bureau also manages the Universal Safety Oversight Audit Programme (USOAP), and the Regional Safety Oversight Organization/Regional Accident Investigation Organization 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 Programme. This Programme monitors Member States using the Online Framework (OLF) to determine States' effective implementation of safety oversight systems, validate their progress in addressing identified deficiencies, and assessing the maturity of their State Safety Programmes (SSP). MOC also analyses and reports on audit insights and on their impact on aviation safety, manages partnerships relevant to ANB, and facilitates sharing information with partners. In addition, MOC is responsible for the Regional Safety Oversight Organization (RSOO) and Regional Accident and Incident Investigation Organization (RAIO) Assessment Programme (RRAP) which supports the assessment of the capabilities and qualifications of RSOOs in assisting their Member States comply with ICAO SARPs. MOC oversees related initiatives that strengthen effectiveness of RSOOs, and 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 Programmes Development matters forward.

MAJOR DUTIES AND RESPONSIBILITIES

Function 1 (incl. Expected results)

Develops, improves and drives integration of the Quality Management System across Audit Programmes, achieving results such as:

- Develop and enhance quality-related programmes, processes and objectives related to USOAP and RRAP processes, including but not limited to auditor performance monitoring and internal process management.
- Implement and enhance customer satisfaction feedback processes, measurements and related action plans.
- Perform internal audits.
- Actively participate in the planning and preparation of the ISO 9001 related processes.
- Monitor and drive the implementation of identified internal findings and opportunities for improvement.
- Implement actions to recommendations from Office of Internal Oversight (OIO) audits.

Function 2 (incl. Expected results)

Supports the development of policy to continue evolving the USOAP CMA, achieving results such as:

- In coordination with the respective units, design Programmes policies and frameworks and develop the Audit Programmes (USOAP and RRAP) in line with defined goals, priorities and recommendations.
- Plan, implement and monitor projects to deliver Programmes enhancements and changes.
- Support alignment between USOAP CMA and RRAP methodologies, processes, and outputs.
- Support the preparation for and reporting of the USOAP CMA operation, policy updates and newsletters.
- Ensure consistency of methodologies, processes and tools with standing policy.

Function 3 (incl. Expected results)

Contributes to the operation of USOAP CMA and the RRAP, achieving results such as:

- Contribute to quality control on audit 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.
- Support the maintenance of relevant audit programmes questionnaires to ensure alignment with the latest Annex amendments and associated guidance material.
- Manage and maintain the information contained in the USOAP online framework (OLF) and the RRAP GEMS.

Function 4 (incl. Expected results)

Implements communication, promotion and awareness-building activities, achieving results such as:

- Plan, coordinate and implement communication, promotion, awareness and engagement initiatives for States and other relevant stakeholders, including targeted information sessions and presentations on USOAP, RRAP, related audit Programmes activities, Programmes development, expectations and available support mechanisms.
- Develop and deliver webinars, presentations, briefing materials and other outreach products to promote understanding of Programmes objectives, methodologies, processes and tools.
- Prepare and deliver training and alignment materials for auditors to support consistent interpretation, standardized application of methodologies, and harmonized implementation of Programmes requirements.
- Support internal communication and information-sharing activities to promote awareness of Programmes priorities, developments, methodologies and related initiatives within ANB and among relevant internal stakeholders.

Function 5 (incl. Expected results)

Performs other related duties, as assigned.

IMPACT OF THE OUTCOME OF THE POSITION

This position plays a critical role in strengthening global aviation safety by contributing to the continuous improvement, quality assurance, and strategic evolution of ICAO's audit programmes, particularly USOAP and RRAP.
The position has a direct impact on:

- Enhancing the effectiveness, credibility, and consistency of ICAO's global safety oversight assessment programmes.
- Supporting Member States and regional organizations in identifying and addressing safety oversight deficiencies.
- Improving the quality and reliability of audit methodologies, processes, reports, and performance monitoring mechanisms.
- Strengthening ICAO's Quality Management System and supporting compliance with ISO 9001 standards.
- Facilitating evidence-based policy development and programme enhancements that contribute to the achievement of ICAO's strategic safety objectives.
- Promoting harmonized implementation of aviation safety standards and recommended practices worldwide.
- Improving transparency, accountability, and continuous improvement across audit programmes through monitoring, validation, and corrective action processes.
- Supporting global aviation safety performance by providing accurate information, analysis, and guidance to ICAO governing bodies,

Member States, and stakeholders.

Through these contributions, the position influences the effectiveness of civil aviation safety oversight systems at the national, regional, and global levels.

WORK RELATIONS AND CONTACTS

Title and level	Purpose
a) Inside the Organization	
• Deputy Director, Monitoring, Oversight and Coordination (DD/MOC) • Staff within Monitoring, Oversight and Coordination (MOC). • Technical experts and officers across the Air Navigation Bureau (ANB). • Personnel responsible for quality management, implementation support, policy development, training, and programme management. • ICAO Regional Offices and other ICAO Bureaus and Sections as required. • Office of Internal Oversight (OIO) regarding audit findings, recommendations, and corrective actions.	Maintains close working relationships with the Deputy Director, Monitoring, Oversight and Coordination (DD/MOC), managers, technical officers, audit programme specialists, quality management personnel, and colleagues across the Air Navigation Bureau (ANB) and other ICAO organizational units. The purpose of these contacts is to coordinate the development and implementation of audit programme policies, methodologies, quality management initiatives, and programme improvements; ensure consistency and alignment of audit activities with organizational objectives; facilitate the exchange of technical information and best practices; support the preparation of reports, presentations, and governing body documentation; coordinate corrective actions arising from audits and reviews; and promote effective communication and collaboration on safety oversight, implementation support, and continuous improvement initiatives across the Organization.
b) Outside the Organization	
• Civil Aviation Authorities (CAAs) of ICAO Member States. • Regional Safety Oversight Organizations (RSOOs). • Regional Accident Investigation Organizations (RAIOs). • USOAP auditors, experts, and inspectors. • International and regional aviation organizations and partners. • Representatives of governments, regulatory bodies, and aviation stakeholders participating in audit, validation, training, and capacity-building activities.	Maintains and develops collaborative working relationships with representatives of ICAO Member States, Civil Aviation Authorities (CAAs), Regional Safety Oversight Organizations (RSOOs), Regional Accident Investigation Organizations (RAIOs), auditors, subject matter experts, international organizations, and other aviation stakeholders. The purpose of these contacts is to facilitate the implementation and continuous improvement of ICAO audit and oversight programmes, promote understanding and consistent application of programme methodologies and requirements, validate corrective actions, exchange technical information and best practices, support capacity-building activities, and strengthen cooperation in advancing global aviation safety oversight.

QUALIFICATIONS AND EXPERIENCE

Education

Essential

An advanced-level university degree (Master's degree or academic equivalent) in a technical discipline, quality assurance, risk management or related field, is required. A first-level university degree in combination with two additional years of qualifying experience in a technical discipline, quality assurance, risk management or related field, may be accepted in lieu of the advanced university degree.

Professional experience

Essential

- A minimum of seven (7) years' experience in managing quality and/or oversight programmes in an aviation environment (industry or government).
- Experience in leading projects and programmes/policy changes, leading to tangible outcomes.

- At least five years' experience in a Civil Aviation Authority.

Desirable

- Experience as an aviation safety inspector/auditor in a Civil Aviation Authority, Regional Safety Oversight Organization or other related international organization.
- Experience of quality (management) systems, change management, Prosci or LEAN.
- Extensive experience in programme or policy development.

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: 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). Shows pride in work and in achievements; demonstrates professional competence and mastery of subject matters; is conscientious and efficient in meeting commitments, observing deadlines and achieving results; is motivated by professional rather than personal interest; 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.

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.

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.

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.

MODE OF SECONDMENT

The duration of the secondment is for three years which can be extended for an additional year. 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 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.