



International Civil Aviation Organization

Job Description [Applicable solely to secondment]

POSITION INFORMATION

Post Title:	Chief, Enterprise Portfolio Management Office, Office of the Secretary General	Duration of Secondment:	2 years with possibility of extension
Grade Level:	P-5	Deadline for applications:	30 April 2025
Duty Station:	Montréal, Canada	Date for entry on duty:	1 July 2025
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, and the Office of Internal Oversight. 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 Office of the Secretary General (OSG). The Enterprise Portfolio Management Office (EPMO) is an expert team fulfilling enterprise-wide strategic functions on behalf of the Secretary General ensuring that ICAO is strategically aligned under the ICAO Business Plan and that the Triennial Operating Plan is prioritized, executed, monitored and reported effectively. The EPMO also holds responsibility for planning, directing, supporting, monitoring and reporting on the delivery of the Programmes and Projects, together with Enterprise Business Process Management, Change Management, Risk Management and Compliance.

The Chief, EPMO reports directly to the Secretary General, and provides advice and high-level support in the attainment of ICAO's Strategic Goals, in particular ensuring the Business Plan is effectively managed providing effective and timely progress reporting to all levels of ICAO Secretariat and Council.

The incumbent carries out her/his mandate by managing the core mandate and functions of the EPMO, working with key stakeholders ensuring effective planning, co-ordination and management of the work enabling controlled and effective implementation. The incumbent operates under the general guidance of, and reports directly to, the Secretary General. S/he exercises initiative in the day-to-day conduct of the work, in line with the guidance provided by the Secretary General.

MAJOR DUTIES AND RESPONSIBILITIES

Function 1 (incl. Expected results)

Leads, directs and manages the work of the Enterprise Portfolio Management Office (EPMO), achieving results such as:

- Direct and coordinate the planning, prioritization and implementation of ICAO's Business Plan, Triennial Operating Plan and Performance Management Framework.
- Monitor, manage and report on ICAO's Business Plan, Triennial Operating Plan and Performance Management Framework.
- Provide status updates and progress reports to the Secretary General, ICAO Secretariat and Council.
- Provide effective direction, leadership, resource and work package management for the staff and sections under the EPMO.
- Maintain effective strategic workforce planning ensuring resources are allocated appropriately, and matrix management is utilized.
- As a member of the Full Senior Management Group, contribute to the development and overall implementation of the organization's Strategic Goals and to the overall management of ICAO's activities and operations.
- Lead the development and implementation of guidelines, norms, practices and procedures in the EPMO to continually improve effectiveness and efficiency.
- Direct and oversee the execution of tasks and recommendations related to EPMO activities with respect to internal and external audits and evaluations, as well as the Joint Inspection Unit and the Evaluation and Audit Advisory Committee.

- Develop Council Working papers across all areas of ICAO's work programme and prepare papers, analysis, and provide substantive input to other management papers on the work programme of the Organization.

Function 2 (incl. Expected results)

Directs and manages governance and compliance as the organization's second line of defence, achieving results such as:

- Deliver Portfolio Management and governance through effective decision-making committees convened and managed aligned with EPMO process, including the approval and scrutiny of Project Business cases demonstrating benefits analysis, efficiencies and return on investment.
- Ensure effective Enterprise Risk Management including management of ICAO Corporate Risk Registry, and coordination of the ERM Reference Group.
- Manage ICAO's Internal Control Framework including the policies, procedures, processes and controls to provide assurance to the Secretary General that appropriate controls are in place.
- Govern ICAO's Accountability Framework and monitor effectiveness and adherence.
- Manage the Enterprise Business Process Management Framework and continuous process improvement cycle.
- Develop Council Working papers across all areas of governance and compliance and prepare papers, analysis, and provide substantive input to other management papers on the work programme of the Organization.

Function 3 (incl. Expected results)

Leads the coordination and implementation of the Organization's Continuous Organizational Improvement High Priority Enabler Programme, achieving results such as:

- Present robust Business Cases with clear justification of Project benefits and KPIs with recommendations of importance to ICAO.
- Ensure Programme and Project Managers effectively manage the Project lifecycle with continual monitoring beyond Project closure.
- Role model effective Programme change management and communication and ensure a defined change management and communications plan which can be implemented effectively to sustain the results of the change is delivered.
- Support Project Sponsors and Change Management Leads to deliver robust Project business and people impact assessments, stakeholder mapping, effective training, and business readiness activity.
- Maintain dialogue with Project Sponsors of the change to ensure the deliverables meet specified business requirements.

Function 4 (incl. Expected results)

Standardizes the process, coordination, implementation and support of ICAO Programme and Project Management, achieving results such as:

- Apply consistent Project Management standards, processes, procedures, methodologies, and models for managing and executing Projects in coordination with Bureaus and Offices.
- Provide technical and consultative support to Project Managers for the implementation of Projects together with Project Management guidelines and tools.
- Manage escalation mechanisms and necessary measures for Project challenges and risks supported by required recommendations.
- Monitor and report the execution of Project work plans in collaboration with relevant Project teams.
- Ensure change management expertise is assigned to Projects as required and the change management framework is applied consistently.
- Ensure business process expertise is assigned to Projects as required and the Enterprise Business Process Management Framework is applied consistently.

Function 5 (incl. Expected results)

Performs any other related duties, as assigned.

IMPACT OF THE OUTCOME OF THE POSITION

Enables effective coordinated planning, direction, support, monitoring and reporting on the delivery of the Programmes and Projects, together with Enterprise Business Process Management, Change Management, Risk Management and Compliance. This contributes to effective and efficient operations enabling achievement of ICAO's Business Plan Strategic Goals and High Priority Enablers.

WORK RELATIONS AND CONTACTS

Chief EPMO	Purpose
a) Inside the Organization <ul style="list-style-type: none">Secretary GeneralDirectors & Full Senior Management GroupEPMO Team	Advice, steer & reporting. Engagement, collaboration, planning, monitoring & reporting. Direction & management.
b) Outside the Organization <ul style="list-style-type: none">Council	Monitoring & reporting.

QUALIFICATIONS AND EXPERIENCE

Education

Essential

- An advanced-level university degree (Master's degree or academic equivalent) in management, business administration, engineering, or related field, is required. A first-level university degree in one of the afore-mentioned fields, in combination with two (2) additional years of qualifying experience, may be accepted in lieu of the advanced university degree.
- Prince 2, Project Management Institute, Agile or equivalent Programme or Project Management practitioner qualification.

Desirable

- Change Management qualification.
- Process Management qualification.

Professional experience

Essential

- A minimum of ten (10) years' experience in large scale and complex Programme and Project Management.
- Experience in the development, administration and implementation of corporate strategic, business and/or operational plans.
- Experience in implementing and coordinating governance and accountability, internal controls and/or risk management.

Desirable

- Experience in leading and managing a corporate portfolio or programme management office.
- Experience in planning and implementing change management.
- Experience in business process improvement and management.
- Experience in programme and project management in an UN and/or Government organization.
- Experience in the aviation sector.

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.

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.

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.

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.

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.

Managerial Competencies:

Vision: Identifies strategic issues, opportunities and risks; clearly communicates links between the Organization's strategy and the work unit's goals; generates and communicates broad and compelling organizational direction, inspiring others to pursue that same direction; conveys enthusiasm about future possibilities.

Leadership: Serves as a role model that other people want to follow: empowers others to translate vision into results; is proactive in developing strategies to accomplish objectives; establishes and maintains relationships with a broad range of people to understand needs and gain support; anticipates and resolves conflicts by pursuing mutually agreeable solutions; drives for change and improvements; does not accept the status quo; shows the courage to take unpopular stands; provides leadership and takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work; demonstrates knowledge of strategies and commitment to the goal of gender balance in staffing.

Empowering Others: Delegates responsibility, clarifies expectations, and gives staff autonomy in important areas of their work; encourages others to set challenging goals; holds others accountable for achieving results related to their area of responsibility; genuinely values all staff members' input and expertise; shows appreciation and rewards achievement and effort; involves others when making decisions that affect them.

Managing Performance: Delegates the appropriate responsibility, accountability and decision-making authority; makes sure that roles, responsibilities and reporting lines are clear to each staff member; accurately judges the amount of time and resources needed to accomplish a task and matches task to skills; monitors progress against milestones and deadlines; regularly discusses performance and provides feedback and coaching to staff; encourages risk-taking and supports creativity and initiative; actively supports the development and career aspirations of staff; appraises performance fairly.

Building Trust: Provides an environment in which others can talk and act without fear of repercussion; manages in a deliberate and predictable way; operates with transparency; has no hidden agenda; places confidence in colleagues, staff members and clients; gives proper credit to others; follows through on agreed upon actions; treats sensitive or confidential information appropriately.

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 24 months, which can be extended for an additional 12 months 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.