



International Civil Aviation Organization

Job Description [Applicable solely to secondment]

POSITION INFORMATION

Post Title:	Conference Operations Project Management Officer	Duration of Secondment:	24 months
Grade Level:	P4	Deadline for applications:	
Duty Station:	Montréal	Date for entry on duty:	ASAP
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

Languages, Publications and Conference Management (LPC), within the Bureau of Administration and Services (ADB), promotes and coordinates the implementation of the ICAO Multilingualism Strategy. It provides interpretation, translation, editorial and programme support services in the six ICAO working languages (Arabic, Chinese, English, French, Russian and Spanish). Based on the principle of simultaneous distribution, it ensures the issuance of documentation to the Council, its deliberative bodies, the Air Navigation Commission and other ICAO meetings held within and away from the Headquarters. LPC is also responsible for the management of conference services in conformity with ISO standards.

The Interpretation and Conference Services (ICS) Section in LPC is responsible for interpretation and conference services. The Section is responsible for managing all logistical aspects related to the organization of meetings and conferences, including the provision of interpretation services and the management of activities at the ICAO Conference Centre.

Within ICS, the Conference Services (COS) Unit is committed to client satisfaction, fulfilment of compliance obligations, protection of the environment and provision of safe and healthy working conditions, while providing sustainable conference management services. We are committed to fulfil legal and standardized requirements to protect the environment, eliminate occupational health and safety hazards and risks for the prevention of work-related injury and ill health. By consulting with and encouraging the participation of our staff, the continuous improvement of the Quality, Environment, Occupational Health and Safety Management System (QEHSMS) is ensured. COS conforms to the requirements of International Standards [ISO 9001:2015](#), [ISO 14001:2015](#), [ISO 45001:2018](#), [ISO 20109:2016](#) and [ISO 2609:2016](#).

The Conference Operations Project Manager reports directly to Chief Interpretation and Conference Services Section (ICS) with whom s/he regularly consults on administrative and complex technical issues. The incumbent supervises technical operations in the Office tower and conference centre, including all technical aspects of ICAO events and specifically supervises the technical conference team, including technicians and operators. The incumbent will manage Interpretation and Conference Services projects, aiming at implementing innovative and efficient technical solutions for the ICAO Conference Centre and meeting facilities, based on International Organizations and industry best-practices. The incumbent will contribute to the modernization of ICAO Conference operations and procedures with recommendations and analyses, and documentation. S/He will be working in a team environment, in collaboration with all ICS teams and outside ICS, with business and technical resources as well as third party vendors.

MAJOR DUTIES AND RESPONSIBILITIES

Function 1 (incl. Expected results)

Leads the development and management of Interpretation and Conference service projects, achieving results such as:

- Establish and maintain strong and effective work relationships with internal and external stakeholders, fostering collaboration and alignment. Develop, plan, and identify requirements; request information on relevant funding sources for projects in line with ICS section's objectives and overall mission.
- Define clear project scope and objectives involving all relevant stakeholders, submitting proposals for work plans and activities in conformity with defined outcomes, objectives, and key performance indicators (KPIs).
- Plan and oversee the project team's work, setting priorities and proposing resource allocation for the timely and quality delivery of work.
- Provide advice and guidance on latest techniques and tools to effectively manage changes in project scope, schedule, and budget.
- Ensure technical feasibility of projects by assessing resource availability and coordinating effectively with all stakeholders.

- Implement robust risk management practices, proactively identifying potential risks and mitigating them, while ensuring the quality and compliance of project documentation.
- Evaluate project performance using established methodologies, tools, and metrics to track progress and identify areas for improvement.
- Advise on industry best practices and emerging technologies, identifying opportunities to optimize efficiency and implement cutting-edge systems that enhance project delivery.
- Ensure project goals and solutions are in line with QEHSMS and Sustainable Event management system policies, objectives and rules.
- Ensure effective communication with cross-functional teams.

Function 2 (incl. Expected results)

Develops and manages Sustainable Interpretation and Event Management System, ensuring effective implementation and continuous improvement, achieving results such as:

- Develop policies and standards in relation to the logistical aspects of sustainable events and oversee their implementation.
- Review the Section's event management business. Develop Sustainable event management scope, strategy, objectives, and methodology involving best practices.
- Provide training and guidance, as necessary, to team members in sustainable event management.
- Systematically review risks and assess incidents to ensure timely implementation of appropriate corrective actions.
- Manage and control documentation in compliance with ISO standards.
- Lead the Section's certification of Sustainable Event Management System in compliance with ISO 20121 standard, where applicable.
- Advise management about changes in ISO 20121 standards and suggest improvements for the Sustainable Event Management system.
- Lead the 42nd ICAO Assembly's (A42) compliance with Sustainable Event Management requirements.

Function 3 (incl. Expected results)

Leads administrative processes for interpretation and conference management and develop reporting and tracking tools:

- Advise C/ICS on improvements to services based on client feedback and survey responses.
- Recommend cost-efficient strategies for enhancing the efficiency and quality of interpretation and conference services driving ongoing improvements
- Participate in the preparation of working papers, correspondence and other documentation
- Contribute to the development of reports and high-level documentation for the Section.

Function 4 (incl. Expected results)

Performs other related duties, as assigned.

IMPACT OF OUTCOME OF THE POSITION

The work will ensure the effective management and delivery of conference operations and events – developing, monitoring and collaborating the work schedule of different Interpretation and conference services teams.

The impact of the role will result in improvements in the level of service and in conducting successful events.

WORK RELATIONS AND CONTACTS

Title and level	Purpose-Provide
a) Inside the Organization <ul style="list-style-type: none"> • ICS management, COS team, Interpretation team, Technical leads, Project managers, and other related stakeholders at various levels. 	To facilitate effective communication, collaboration, and coordination amongst stakeholders for the provision of quality hybrid, remote and in-person meetings and interpretation services to ICAO and its clients.
b) Outside the Organization <ul style="list-style-type: none"> • Members of Delegations, Freelancers, External suppliers, Building and facilities management, Representatives of Host country. 	To ensure effective collaboration for the delivery of quality hybrid, remote and in-person meetings and Interpretation services to ICAO's internal and external clients.

QUALIFICATIONS AND EXPERIENCE

Education

Essential

- An advanced level university degree in business administration, technical management, conference management, or related area, is required. A first-level university degree, in combination with two (2) additional years of qualifying experience in business administration, technical management, conference management, or related area, may be accepted in lieu of the advanced university degree.
- Project Management Certification

Desirable

- Internal Auditor Certification

Professional experience

Essential

- A minimum of seven (7) years of progressively responsible experience in administration, conference technical management or in a related field.
- Experience in managing and auditing management systems compliant with ISO standards, including ISO 9001, 14001, 45001, 20121, and 20109.
- Experience in virtual meeting platforms, including Remote Simultaneous Interpretation.

Languages

Essential:

- Fluent reading, writing and speaking abilities in English.

Desirable:

- A working knowledge of French.
- A working knowledge of any other language of the Organization (Arabic, Chinese, Russian, Spanish).

COMPETENCIES

Core Competencies:

Professionalism: Good understanding of ISO standards, including ISO 9001, 14001, 45001, 20121, and 20109; skill in tracking budget expenses and pricing; in-depth knowledge of event management; ability to develop and maintain good vendor relationships; proven ability to organize high-level meetings and a wide range of events. 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.

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.

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 24 months, which can be extended for an additional 24 months and thereafter, depending on need for the subject matter expert. The seconded individual is expected to work five days per week, and on a flexible schedule depending on meetings (with accumulation of compensatory leave).

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.