



International Civil Aviation Organization

Job Description [Applicable solely to secondment]

POSITION INFORMATION

Post Title:	Conference Technical Services Coordinator	Duration of Secondment:	24 months
Grade Level:	P3	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 Technical Services Coordinator reports directly to the Head of the Conference Services (COS) Unit 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 internally Audio-Visual 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 facilities with recommendations and analyses, and documentation. S/He will be working in a team environment, with the Conference Technical Services team, with business and technical resources as well as third party vendors.

MAJOR DUTIES AND RESPONSIBILITIES

Function 1 (incl. Expected results)

Advises conference services management on matters related to audio-visual projects aimed to achieve secure solutions for virtual, hybrid and broadcasting platforms, whilst actively promoting a culture of continuous improvement, achieving results such as:

- Lead conference technical services (CTS) projects in line with COS Unit's objectives, ISO Integrated Management System, policies and rules.
- Advise the Head of Conference Services on project requirements, scope and objectives, in consultation with relevant stakeholders.
- Assist in monitoring resources and propose resource allocation for timely and quality delivery of work.
- Conduct risk management to minimize project risks. Monitor quality of project documentation.
- Monitor the audit-visual team's work, identify priorities for timely delivery of expected results.

- Develop, strengthen and secure solutions for virtual and hybrid meetings, including hub-based interpretation services and Remote Simultaneous Interpretation.
- Develop, strengthen and secure solutions to ensure that Assembly sessions are compliant with Sustainable Event Management requirements.

Function 2 (incl. Expected results)

Develops conference staffing plans and ensures optimization of resources for the conference technical services (CTS) team, achieving results such as:

- Advise the team leader on coordination and supervision of daily technical operations.
- Facilitate task assignments to ensure smooth operations and minimize overtime.
- Contribute to resource planning for events to ensure effective use of equipment and personnel.
- Develop and maintain a technical maintenance plan, ensuring procedures and records are up to date.
- Coordinate temporary staff contracts with the team leader, ensuring all staffing needs are met.
- Maintain a roster of temporary event personnel in collaboration with Human Resources.
- Liaise with Section Chiefs of other ICAO entities to arrange the release of regular staff for event support.

Function 3 (incl. Expected results)

Conducts in-depth analysis of conference technical services (CTS) operations to facilitate high-level decision-making, achieving results such as:

- Develop reporting tools and reporting methodologies to track performance and client satisfaction.
- Recommend cost-effective solutions for enhancing the quality and efficiency of conference facilities.
- Advise management on service improvements by analyzing client feedback and survey responses.
- Lead and track conference technical services, systems, equipment, and facilities' conformity with technical standards.
- Ensure and monitor compliance with environmental and safety regulations while providing sustainable and safe event-management services.
- Build and maintain effective working relationships that encourage active peer-to-peer involvement and input on technical matters. Recommend continuous improvement for provision of comprehensive conference services.

Function 4 (incl. Expected results)

Prepares conference services documentation, achieving results such as:

- Prepare high-level reports for Conference Services Management.
- Assist in preparing working papers, correspondence and other documentation related to Conference services and facilities.
- Assist in preparing the documents for ISO audit and other oversight activities while ensuring compliance of documentation with requirements of ISO Standards.
- Ensure clarity of documents and their alignment with organizational goals.

Function 5 (incl. Expected results)

Performs other related duties, as assigned.

IMPACT OF OUTCOME OF THE POSITION

The incumbent of the position directly supervises and coordinates the delivery of conference technical projects. The incumbent will also have a consulting role for the development, monitoring and controlling the work schedule of conference technical services.

The performance of the incumbent greatly contributes to the success of each event, anticipating and avoiding incidents, planning for contingencies and providing an efficient framework for technical resources. The incumbent shall also propose solutions to improve the level of service and efficiency of conference technical services.

WORK RELATIONS AND CONTACTS

Title and level	Purpose-Provide
a) Inside the Organization <ul style="list-style-type: none"> • Conference services team, Technical leads, System developers, 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 event and venue management services to ICAO and its clients.
b) Outside the Organization	

<ul style="list-style-type: none"> Members of Delegations, External suppliers, Executive sponsors, Building and facilities management, Representatives of Host country. 	To ensure effective collaboration for the delivery of quality hybrid, remote and in-person conference facilities and services to internal and external clients.
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QUALIFICATIONS AND EXPERIENCE

Education

Essential

- An advanced level university degree in business administration, technical 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, or related area, may be accepted in lieu of the advanced university degree.
- Project Management Certification.

Professional experience

Essential

- A minimum of five (5) 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; ability to maintain good vendor relationships; 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.

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.