



International Civil Aviation Organization

Job Description [Applicable solely to secondment]

POSITION INFORMATION

Post Title:	Conference Technical Services Officer	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

The Bureau of Administration and Services (ADB) plays a lead role in the effective and efficient administrative management of the Organization by ensuring the provision of high-quality physical and human resources, by applying the highest standards of work ethics and conduct, and by using results-based management skills and tools to support the Organization in implementing its Strategic Objectives, in order to serve all stakeholders of the world aviation community.

Languages, Publications and Conference Management (LPC) provides conference services and interpretation, translation, and editorial services in the six ICAO working languages (Arabic, Chinese, English, French, Russian and Spanish). Based on the principle of simultaneous distribution of meeting documentation to governing bodies, it ensures the issuance of papers, the provision of interpretation and conference services to Council, its subsidiary bodies, the Air Navigation Commission and other ICAO meetings held within and away from Headquarters.

The Interpretation and Conference Services (ICS) of ADB 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.

The Conference Technical Services Officer 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.

The **Conference Services (COS)** Unit of ICAO is committed to client satisfaction, fulfilment of compliance obligations, protection of the environment and provision of safe and healthy working conditions, while providing sustainable venue and event management services. We are committed to fulfil legal and standardization 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 (QEHS) Management System 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](#).

MAJOR DUTIES AND RESPONSIBILITIES

Function 1 (incl. Expected results)

Provides support to the Head of Unit in leading audio-visual projects, achieving results such as:

- Lead conference technical projects in line with COS Unit’s objectives, ISO Integrated Management System, policies and rules, including defining requirements, developing scopes and objectives (involving all relevant stakeholders, ensuring resource availability and monitoring, performing risk management, documentation and training).
- Supervise and provide guidance to the team members involved in audio-visual projects.

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

Function 2 (incl. Expected results)

Supports conference technical services (CTS) operations, achieving results such as:

- Support the team leader in the coordination and supervision of the conference technical operations teams' daily work, facilitating the staffing and work allocation, ensuring proper coverage of operations, while minimizing overtime.
- Consolidate the planning and resource allocation required for events.
- Supervise the development and maintenance of the technical maintenance plan, documenting procedures and records.
- Coordinate the management of temporary staff contracts with the team leader.
- Maintain roster of temporary event personnel in coordination with Human Resources.
- Liaise and negotiate with Section Chiefs of other ICAO entities for the release of regular staff to support events.

Function 3 (incl. Expected results)

Establishes administrative processes relating to technical services and equipment for events and develops reporting and tracking tools, contributing to the joint quality, environmental, health and safety policy, to ensure the conformity to ISO standards, achieving results such as:

- Implement monitoring mechanisms and reporting tools, analyse data and make appropriate recommendations for improvements of services.
- Contribute to client satisfaction, fulfilment of compliance obligations, protection of the environment and provision of safe and healthy working conditions, while providing sustainable venue- and event-management services.
- Consult with and encourage the participation of the staff under her/his supervision, as well as the rest of the Unit.
- Develop and maintain compliance to technical standards for conference technical services, systems, equipment, and facilities.

Function 4 (incl. Expected results)

Arranges administrative processes regarding conference management and develops reporting and tracking tools, achieving results such as:

- Maintain and collect regular feedback from clients, analyse survey responses and make appropriate recommendations for improvements of services.
- Make innovative recommendations with respect to the improvement of cost-efficient and continual-improving provision of comprehensive conference services.
- Assist in the preparation of working papers, correspondence and other documentation regarding event management.
- Develop reporting methodology and tools.

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	
• Staff in servicing and substantive offices and bureaus	Coordination and delivery of services
b) Outside the Organization	
• Members of Delegations	Services

QUALIFICATIONS AND EXPERIENCE

Education

Essential

- A first-level university degree in business administration, technical management, or related area.
- Project Management Certification
- Internal Auditor Certification

Professional experience

Essential

- A minimum of three (3) 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 secondee 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.