International Civil Aviation Organization
Job Description [Applicable solely to secondment]

POSITION INFORMATION

Post Title:	Facilitation Officer	Duration of Secondment:	2-3 years
Grade Level:	P-3	Deadline for applications:	XX 2026
Duty Station:	Montreal, Canada	Date for entry on duty:	XX 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 Transport Bureau (ATB) supports Security and Facilitation; Economic Development of Air Transport; and Environmental Protection. ATB also contributes towards Safety, develops and coordinates global policy and a legal framework, manages the Aviation Security Audit Programme, and assists States in implementing security Standards and resolving deficiencies. ATB manages the Statistics Programme, generating aviation data, as well as forecasting activities and economic studies, enabling the provision of authoritative information on present and future air transport development.

The Aviation Security, Cybersecurity and Facilitation Division (ATB/ASF) contributes to the development and coordination of a global policy and legal framework for international civil aviation with respect to aviation security, cybersecurity and facilitation, conducts audits that identify aviation security shortcomings and assists States in implementing security standards. ASF is responsible for the development, maintenance of, and advice relating to, Annex 17 – *Security* and Annex 9 – *Facilitation*.

The Facilitation (FAL) Section is one of the four Sections in Aviation Security, Cybersecurity and Facilitation (ASF) Division charged with delivering results with respect to ICAO's Strategic Goal – *Aviation Delivers Reliable, Accessible and Seamless Mobility for All*. Its primary responsibility is to develop and update Standards and Recommended Practices (SARPs), specifications and guidance material related to the facilitation of the international air transport system, found in Annex 9 — *Facilitation,* and to support Member States in the implementation of SARPS. The Section manages and oversees the work programme of the Facilitation Panel (FALP) and its working groups and directs the work of the Facilitation Division. The Section is equally responsible for activities related to the ICAO Traveller Identification Programme (ICAO TRIP) Strategy, which includes the development of specifications for Machine Readable Travel Documents (MRTDs), published as Document 9303, the work programme of the Technical Advisory Group on the Traveller Identification Programme (TRIP) Strategy (TAG/TRIP) and its working groups, and the operation of the Public Key Directory (PKD). It provides support to the Assembly, Council, Air Transport Committee (ATC) and the PKD Board.

The incumbent reports directly to the Facilitation Chief, from whom s/he seeks advice and guidance on complex technical and managerial issues.

MAJOR DUTIES AND RESPONSIBILITIES

Function 1 (incl. Expected results)

Assists in the management of Annex 9 — *Facilitation*, achieving results such as**:**

- Compile, maintain and analyse the information related to the facilitation programmes of States, including their differences with Annex 9.
- Analyse Annex 9 entries on the Electronic Filing of Differences (EFOD) Database.
- Prepare correspondence and technical analyses for transmittal to ICAO Member States and other international organizations.
- Develop materials, including PowerPoint presentations, for use by officers in other Sections or in ICAO Regional Offices.
- Provide information and/or materials to Regional Offices and other international organizations on issues that are relevant to facilitation matters.
- Participate in facilitation-related activities and meetings either at ICAO HQ or in the Regions.
- Collate information regarding capacity building and partnership activities for the purposes of facilitation assistance to States.
- Identify States' needs on facilitation assistance and coordinate with Regional Offices for assistance programmes.
- Review, develop and finalize draft project documents.

Function 2 (incl. Expected results)

Assists in the conduct of relevant Annex 9-related meetings, achieving results such as**:**

- Support the Secretary of the Facilitation (FAL) Panel and other FAL-related meetings.
- Prepare working documentation, including proposals for changes to Annex 9 and guidance material, for such meetings.
- Assess needs, conduct necessary research and contribute to draft guidance material on the provisions of Annex 9.
- Provide relevant technical expertise related to Annex 9-related activities.
- Provide support to any international/national experts assisting in implementing Annex 9 NCLB projects.
- Maintain a record of ICAO No Country Left Behind (NCLB) projects and activity history.

Function 3 (incl. Expected results)

Assists in ICAO's Annex 9-related assistance activities in line with the "No Country Left Behind (NCLB)" campaign, achieving results such as:

- Prepare proposals, documentation and support implementation throughout the complete programme management cycle.
- Support the planning, development, promotion and evaluation of NCLB-related activities.
- Provide support to any international/national experts assisting in implementing Annex 9 NCLB projects.
- Maintain a record of ICAO NCLB projects and activity history.

Function 4 (incl. Expected results)

Contributes to internal and external Annex 9 outreach activities, achieving results such as:

- Develop working relationships with officers in ICAO regional offices, officials in other international organizations as well as in Contracting States, for purposes of conducting necessary training and evaluation in such States in implementing their respective FAL programmes.
- Assist regional offices and other international organizations on aviation security- and MRTD-related issues that are relevant to FAL.
- Coordinate with other officers in the various bureaux of ICAO on work requiring FAL input.

Function 5 (incl. Expected results)

Performs other related duties, as assigned.

IMPACT OF THE OUTCOME OF THE POSITION

The performance of the incumbent greatly contributes to the effectiveness of the Facilitation Section and client perception of its services in terms of timely accomplishment of reports and events related to the development of Annex 9 and ICAO TRIP-related activities.
The incumbent directly facilitates communication on matters related to both Annex 9 and the ICAO TRIP strategy implementation with States, partners and other regional bodies whose actions directly impact the implementation of ICAO TRIP activities. This contributes to enhancing Member States' awareness of the ICAO TRIP strategy, allowing them to uniquely identify individuals by their travel documents with the highest possible degree of certainty, security and efficiency. The impact of the functions on the Organization as a whole is significant as it is vital to the effectiveness of the implementation of Annex 9 – *Facilitation* and the ICAO TRIP Strategy. The incumbent is responsible, under the direction of the Chief of Facilitation Section, for his/her actions and decisions as well as for the quality of service delivered to Member States.

WORK RELATIONS AND CONTACTS

Title and level	Purpose
a) Inside the Organization • Air Transport Bureau (ATB), the Air Navigation Bureau (ANB), the Bureau of Administration and Services (ADB) and the Regional Offices.	The incumbent establishes relationships with other staff members of the Air Transport Bureau (ATB), the Air Navigation Bureau (ANB), the Bureau of Administration and Services (ADB) and the Regional Offices, on matters relating to, inter alia, development and implementation of Annex 9 and the ICAO TRIP Strategy, including coordinating on the preparation and conduct of Facilitation-related events.
b) Outside the Organization	
• Representatives from States, international organization and industry.	The incumbent interacts with representatives from States, international organizations and industry on administrative matters related to the above-mentioned.

QUALIFICATIONS AND EXPERIENCE

Education

Essential
A first-level university degree in civil aviation, international affairs, security, law or in a related field.

Professional experience

Essential

- A minimum of five (5) years' experience in facilitation, border inspection, aviation security, or law enforcement within a government agency, airports or international organizations.
- Experience in using automated data processing systems and latest software.

Desirable

- Experience in the use of management tools, methods, processes and techniques.
- Experience in ICAO meetings or conferences related to aviation security or facilitation.
- Experience in organizing international meetings.

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 is mandatory!! You may choose up to five (5) other competencies).**

Core Competencies:

Professionalism: Good working knowledge of ICAO Annex 9 SARPs and associated guidance material and relevant Annexes. Good knowledge of air transport facilitation matters and familiarity with border controls processes. Ability to use computers and contemporary networks. Ability to write clearly and concisely and to present verbal reports. Ability to establish and maintain productive working relationships with external partners. 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.

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.

Managerial Competencies:

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 two years, which can be extended for an additional year 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 relationships 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.