



International Civil Aviation Organization

Job Description [Applicable solely to secondment]

POSITION INFORMATION

Post Title:	Process Analyst, Enterprise Portfolio Management Office, Office of the Secretary General	Duration of Secondment:	1 year with possibility of extension
Grade Level:	P-3	Deadline for applications:	Indefinite
Duty Station:	Montréal, Canada	Date for entry on duty:	As soon as possible
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, the Office of Internal Oversight, and the Ethics Office. 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 ensuring the Triennial Operating Plan is prioritized, executed, monitored and reported effectively. The EPMO also hold responsibility for delivery of the Continuous Organizational Improvement Programme, together with Enterprise Business Process Management, Change Management, Risk Management and Compliance.

The Continuous Organizational Improvement Programme consists of several Projects that require support with process and procedural analyses, process identification, standardization and process improvement focused on enhancing organizational efficiency to ensure the greatest possible efficiency and effectiveness in the operations of ICAO to meet the Strategic Goals, including Human Resource Management, Digitalization, Financial Management, Multilingualism, Governance and Accountability, and Business Operations and process management.

The incumbent carries out her/his mandate by supporting the Enterprise Business Process Management Officer across specific Projects in the Continuous Organizational Improvement Programme, working with key stakeholders ensuring effective planning, co-ordination and management of the work enabling controlled and effective implementation. The incumbent acts with minimal supervision, under the overall guidance of and reporting directly to the Enterprise Business Process Management Officer. S/he exercises initiative in the day-to-day conduct of the work, in line with the guidance provided by the Business Process Management Officer and Chief/EPMO.

MAJOR DUTIES AND RESPONSIBILITIES

Function 1 (incl. Expected results)

Co-ordinates identification, design, mapping, standardization, documentation and improvement of business processes, work processes and procedures required to implement Continuous Organizational Improvement Projects, achieving results such as:

- Deliver robust business impact assessments identifying impacted processes and procedures.
- Deliver robust process gap analysis identifying required new processes.
- Map current and new processes in collaboration with the Process Practitioners and Project Owners.
- Support the decommission of legacy processes and procedures, as required.

- Enhance collaboration to drive input from all Continuous Organizational Improvement Projects and the Business Process Management progress plans.
- Identify new work processes and changes to the current ones.
- Support the standardization and consolidation of current and new processes and procedures based on information available.
- Use the methodologies defined within ICAO to improve business processes, work processes and procedures.
- Support the role of the EBPM Officer on tasks related to process planning, improvement, standardization, consolidation, monitoring, and reporting.

Function 2 (incl. Expected results)

Holistically manages process management to ensure integrity of the Strategic Organizational Model is maintained, achieving results such as:

- Support the effective end-to-end validation and measurement of process and procedure design and improvement.
- Support the measurement of process and procedure performance when required.
- Provide updates to all associated documentation and manuals with clear ownership of processes established.
- Contribute and align to the appropriate governance framework to co-ordinate and align changes as required.
- Provides independent assurance and problem resolution when required.

Function 3 (incl. Expected results)

Enables change management through Projects, and liaises with Secretariat leadership to ensure a streamlined implementation and embedding of Project outputs, achieving results such as:

- Enable robust communication and engagement strategy for any process or procedural change.
- Ensure inclusion and understanding for stakeholders and impacted colleagues.
- Support and assess the diffusion of process management knowledge to colleagues as required.
- Ensure the pace of change is actively managed through effective change management, with clear embedding of the change.
- Adopts a consistent approach to continuous improvement to enable sustained results.

Function 4 (incl. Expected results)

Performs other related duties, as assigned.

QUALIFICATIONS AND EXPERIENCE

Education

Essential

- A first-level university degree in industrial engineering, business & management, business change management, or in a related field.

Desirable

- Prince 2, Project Management Institute, Agile or equivalent Programme or Project Management qualification.
- Association of Business Process Management Professional (ABPMP) certification or Certified Business Process Associate certification.

Professional experience

Essential

- A minimum of six (6) years' experience in a role related to process management, analysis, improvement, engineering or design, organizational change/transformation or operational assessment, performance monitoring and assessment, internal process review and engineering, continuous improvement and/or audits.

- Experience in business process, work process and procedure design, mapping and implementation in a cross functional environment.
- Experience in managing stakeholders, effective communication and engagement.

Desirable

- Experience in an aviation, UN or large international organization or agency.
- Demonstrable experience of target operating model design and implementation.
- Experience in implementing an enterprise Business Process Management framework.

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: Strong demonstrable process management skills. Proficient in Microsoft Office including Word, Excel and PowerPoint. Shows pride in work and in achievements; demonstrates professional competence 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.

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.

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.

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.

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.

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 for 1 year which can be extended. 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 Trust 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.