



# International Civil Aviation Organization

## Job Description

### POSITION INFORMATION

Post Title:	Associate Staff Development Officer	Duration of Secondment:	Two (2) years (with the possibility of an extension of up to 1 more year)
Grade Level:	P-2	Deadline for applications:	Until filled
Duty Station:	Montréal, Canada	Date for entry on duty:	As soon as possible
<b>Special Notice:</b> The <a href="#">ICAO Assembly</a> recently reaffirmed its commitment to enhancing gender equality and the advancement of women by supporting UN Sustainable Development Goal 5 “ <b>Achieve gender equality and empower all women and girls.</b> ”			

### THE ORGANIZATIONAL SETTING

The Policy, Organizational and Staff Development Section (POD) is one of the three (3) Human Resources Sections within ICAO's Bureau of Administration and Services (ADB). Under the overall direction of the Deputy Director, Human Resources (DD/ADB HR), the POD Section, is responsible for HR policy development, organizational development and workforce planning, learning and staff development, disciplinary matters, and performance management. Responsibility for HRM-related change management projects and coordination of UN inter-agency surveys at the Montreal duty station also falls within this Section's mandate.

The Associate Staff Development Officer reports to the HR Specialist (Talent and Organizational Development), and work under the guidance of the Chief, Policy, Organizational and Staff Development (C/POD).

The Associate Staff Development Officer works with the team to design and implement Organization-wide learning and staff development programme that develops staff talent throughout the employee lifecycle, including onboarding, learning, performance management and career development.

### MAJOR DUTIES AND RESPONSIBILITIES

#### Function 1 (incl. Expected results)

**Assists in the coordination and analysis of learning needs and organizational development, including budget and procurement actions,** achieving such results as:

- Coordinate the organizational learning needs analysis, identifying and analyzing learning needs, and develop and/or identify learning content to meet identified needs.
- Participate in assessment of learning impact to determine priority learning activities.
- Provide support on learning budget related matters, and procurement of learning services.

#### Function 2 (incl. Expected results)

**Supports in the coordination and implementation of initiatives and activities in talent and organizational development,** achieving such results as:

- Provide input and support to other initiatives in talent and organizational development including career development, employee engagement, workforce planning, succession planning and change management initiatives.
- Provide adequate guidance for staff and managers during the implementation of the performance management system.
- Coordinate the onboarding programme, and provide support and guidance to hiring units to ensure new employees are provided oriented and integrated.

#### Function 3 (incl. Expected results)

**Conducts research on a broad range of HR policies and practices, drafting material and helping to advance reform/modernization, achieving such results as:**

- Undertake research on a range of learning, staff development, performance management, award and recognition, and career support related issues and assist in the preparation of notes/reports.
- Participate in HR reform and any innovative initiatives and keep abreast of developments in various areas of human resources.

#### Function 4 (incl. Expected results)

**Performs other related duties, as assigned.**

## QUALIFICATIONS AND EXPERIENCE

### Education

#### Essential

A first-level university in human resources management, business or public administration, social sciences, education, learning and development, or in a related field.

### Professional experience

#### Essential

- A minimum of three (3) years' experience in human resources management, administration or a related area.
- Experience in conducting Learning Needs Analysis.

#### Desirable

- Experience in Advanced Excel, PowerBI, and hands-on experience in an Enterprise Resource Planning system.

### Languages

#### Essential

- Fluency in reading, writing and speaking abilities English.

#### Desirable

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

### Competencies

**Professionalism:** Knowledge and understanding of training program design, implementation and monitoring. Knowledge and understanding of Enterprise Resource Planning (ERP) systems and design of training material and certification courses with emphasis on eLearning solutions. Ability to deliver training programs, including classroom and on-line methods. Ability to establish and maintain effective relationships with a wide range of partners including governmental, inter-governmental and professional institutions. Ability to conduct training needs assessment through client surveys and other methods. Conceptual, analytical and evaluative skills to conduct independent research on learning methods. Knowledge and ability to use various business intelligence and data analysis tools. 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.

**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.

**Creativity:** Actively seeks to improve programmes or services; offers new and different options to solve problems or meet client needs; promotes and persuades others to consider new ideas; takes calculated risks on new and unusual ideas; thinks “outside the box”; takes an interest in new ideas and new ways of doing things; is not bound by current thinking or traditional approaches.

## MODE OF SECONDMENT

The duration of the secondment is 2 years, which can be extended for up to one 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 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.