



# International Civil Aviation Organization

## Job Description [Applicable solely to secondment]

### POSITION INFORMATION

Post Title:	Programme Manager, Transformation Team, Office of the Secretary General	Duration of Secondment:	1 year with possibility of extension
Grade Level:	P-4	Deadline for applications:	Indefinite
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 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 ICAO Transformation Team is an expert team fulfilling Transformational Objective strategic functions on behalf of the Secretary General ensuring that ICAO is strategically aligned under the Transformational Objective, the Transformation Strategy is executed and the portfolio of Transformational Output Programmes and Projects is co-ordinated and reported centrally to give an integrated view.

The Transformational Objective consists of several Programmes and Projects that require Programme Management in the areas of People & Culture, Digital and Operational Transformation.

The incumbent carries out her/his mandate by managing a programme of work across specific Programmes and/or Projects in the Transformational Objective, 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 Chief Transformation Officer. S/he exercises initiative in the day-to-day conduct of the work, in line with the guidance provided by the Chief Transformation Officer and Output Executive Sponsors.

### MAJOR DUTIES AND RESPONSIBILITIES

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

**Manages a Programme consisting of several Projects in the Transformational Objective, through effective co-ordination, oversight and stakeholder management, achieving such results as:**

- Define and report on deliverables, milestones, and implementation plans for the Programme.
- Maintain the Programme critical path with associated regular status updates of the Projects.
- Provide and enable effective engagement and co-ordination across the Programme and Projects.
- Provide and enable effective monitoring, change management, engagement, communications, reporting and Executive Sponsor level progress updates.
- Prepare and present Project Business cases, in close collaboration with Project Manager(s), as appropriate.
- Oversee and/or produce Programme planning, financial and resource management.
- Develop a robust dependency mapping, implementation plan alignment and business impact analysis for the Programme.

- Assist with schedule management of the different stakeholders for Project team sessions.
- Enable proactive stakeholder mapping, engagement, collaboration, and strategic intervention.
- Proactively manage Programme risks, issues and actions ensuring effective mitigation and delivery.
- Oversee and monitor the timeliness and quality of outputs, deliverables and milestones of the consultant(s), supplier(s), personnel and other stakeholders involved in the implementation of Projects under the Programme.
- Monitor and manage the contractual aspects with the consultant(s) and supplier(s), including but not limited to:
  - Providing guidance for payments to the consultant(s)/supplier(s) against approved deliverables in accordance with contractual terms and conditions;
  - Providing advice on need to contact modifications/amendments, such as extensions, change orders, review of terms and conditions; and
  - Drafting, as necessary, documents, which may include terms of reference, scopes of work, etc. in line with ICAO policies and guidance material.

## Function 2 (incl. Expected results)

**Delivers Transformational Objective governance, reporting and management information**, achieving such results as:

- Plan, coordinate and manage the Programme Board governance, as required.
- Produce informed and consistent status and progress updates to stakeholders enabling effective engagement and communication.
- Provide assurance and validation of good Programme and Project planning, financial and resource management.
- Provide assurance and validation of robust dependency mapping, implementation plan alignment and business impact analysis.
- Maintain Risk, Action, Issues & Decisions (RAID) log, Responsible, Accountable, Consulted, Informed (RACI) log, stakeholder maps and programmatic document storage.

## Function 3 (incl. Expected results)

**Leads and delivers effective Programme change management and communication**, achieving results such as:

- Deliver a defined change management and communications plan which can be implemented effectively to sustain the results of the change.
- Co-create, co-ordinate and manage Programme change management activity with Change Management Specialist, including prioritizing deliverables for the benefit of ICAO personnel.
- Support Project Manager(s) to deliver robust Project business and people impact assessments, and stakeholder mapping.
- Develop effective training, internal communications, engagement and business readiness activity.
- Maintain dialogue with users and recipients of the change to ensure the deliverables meet specified business requirements.
- Manage adoption of corporate tools by users (information, training and support).
- Identify, in coordination with business, end user training requirements and coordinate training for new modules and services.

## Function 4 (incl. Expected results)

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

## QUALIFICATIONS AND EXPERIENCE

### Education

#### Essential

- A first-level university degree in management, business administration, information technology, human resources management, computer science, or in a related field.
- Prince 2, Project Management Institute, Agile or equivalent Programme or Project Management qualification.

#### Desirable

- Project Management Practitioner Certification.

## Professional experience

### Essential

- A minimum of ten (10) years' experience in Programme and Project Management.
- Experience in administration and implementation of strategic or operational (action) plans.
- Experience in transformation in the areas of People & Culture, Digital or Operational business change.

### Desirable

- Experience in organizational change/transformation or operational assessment, performance monitoring and assessment, internal process reviews and/or audits.
- Experience in managing complex cross-functional change initiatives.
- Experience in an UN organization or agency and knowledge of UN policies and practices.
- Specialist information technology experience implementing organization wide systems change.
- Specialist human resources experience implementing policy and/or cultural change.

## 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:** Demonstrable experience in change management and communications. Strong demonstrable stakeholder 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.