International Civil Aviation Organization
Job Description

POSITION INFORMATION

Post Title:	Technical Expert, Aircraft Operations (OPS), USOAP CMA	Duration of Secondment:	Three (3) years
Grade Level:	P-4	Deadline for applications:	Until filled
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 Air Navigation Bureau (ANB) in ICAO is responsible for providing technical guidance to the Air Navigation Commission (ANC), the Council, and the Assembly. The Air Navigation Bureau provides technical expertise in aviation-related disciplines to States, industry and all elements of the Organization. The Bureau is also responsible for maintaining and implementing the Global Aviation Safety Plan (GASP) and Global Air Navigation Plan (GANP), including its aviation system block upgrades as well as producing yearly safety and air navigation status reports. The Bureau develops technical studies and proposals for Standards and Recommended Practices (SARPs), and Procedures for Air Navigation Services (PANS) for further processing by the governing bodies of ICAO. The Bureau also develops related procedures and guidance material. The Bureau also manages the Universal Safety Oversight Audit Programme (USOAP) using a Continuous Monitoring Approach (CMA) that monitors all States on a continuous basis.

The Safety and Air Navigation Oversight Audit Section (OAS) of the Monitoring, Oversight and Coordination (MOC) entity of the Air Navigation Bureau (ANB) is responsible for the implementation of the ICAO USOAP, which is aimed at ensuring the effective implementation by ICAO Member States of safety-related Standards and Recommended Practices (SARPs) and associated procedures using a continuous monitoring approach. The Section is responsible to identify safety deficiencies in Member States by conducting various USOAP activities such as safety oversight audits, ICAO Coordinated Validation Missions (ICVMs), off-site validation activities, assess associated safety risks, and develop assistance strategies. The Section is also responsible for reporting on audit findings and for determining the impact on aviation safety arising from the lack of effective implementation of the critical elements of a State's safety oversight and aircraft accident and incident investigation systems.

The incumbent reports directly to the Chief, Safety and Air Navigation Oversight Audit Section (C/OAS). Under the supervision of C/OAS, the incumbent will be responsible for participating in the USOAP CMA activities and give advice to States, in coordination with the Standards and Procedures Officers (SPOs/OAS).

MAJOR DUTIES AND RESPONSIBILITIES

Function 1 (incl. Expected results)

Participates in and contributes to the effective implementation of USOAP CMA activities, achieving results such as:

- Plan, prepare for, and participate in, the conduct of safety oversight audit and validation missions, serving as a team leader or team member, assess States' capacity for safety oversight by verifying compliance with the Chicago Convention or national regulations, conformance with ICAO Standards and adherence to ICAO Recommended Practices and procedures and recognized aviation safety practices.
- Conduct in-depth analyses of USOAP CMA activities' findings and corrective action plans in the fields of aircraft operations (OPS), identify systemic and emerging safety oversight issues submitted by States to enable ICAO, States and international organizations to prioritize actions to resolve safety concerns.
- Represent ICAO in international and regional USOAP CMA activities: meetings, conferences, symposia and other related events, presenting technical positions, fostering cooperation and promoting consistent implementation of the programme.
- Deliver specialized training and guidance for USOAP CMA team members and team leaders, strengthening their capacity to conduct activities consistently and in accordance with established methodologies, procedures and quality standards.

Function 2 (incl. Expected results)

Coordinates and ensures timely development, technical review, and preparation of reports for transmittal to Member States, achieving results such as:

- Analyse and review audit findings, reports, corrective action plans and any other information submitted by States in the field of OPS.
- Assess and validate updates on the progress submitted by States in resolving safety-related deficiencies identified through the USOAP for posting on the public website of ICAO and USOAP restricted website.
- Plan, lead and monitor quality assurance reviews of audit and validation reports and related documentation to ensure consistency and adherence to the established report preparation standards and requirements.
- Formulate mission reports and follow up on actions thereof.

Function 3 (incl. Expected results)

Contributes to the evolution of USOAP CMA, achieving results such as:

- Provide substantive technical support to the OPS Standards and Procedures Officer (SPO) in reviewing and updating OPS-related questionnaires, ensuring their continued alignment with the latest Annex amendments, associated guidance material and evolving safety oversight requirements.
- Manage the accuracy, integrity and currency of OPS-related information contained in the Universal Safety Oversight Audit Programme (USOAP) online framework (OLF) primarily in the area of OPS, facilitating reliable analysis, reporting and decision-making across USOAP CMA activities.
- Collaborate with the OPS Standards and Procedures Officer (SPO) in the review and enhancement of OPS-related computer-based Training (CBT) as appropriate.

Function 4 (incl. Expected results)

Liaises with, and provides specialized subject matter expertise to Member States, ANB Sections, ICAO Bureaus and ICAO Regional Offices and USOAP qualified experts, achieving results such as:

- Coordinate with State National Continuous Monitoring Coordinators (NCMCs), ICAO Regional Offices, ANB Sections and other ICAO Bureaus on USOAP-related matters, specifically in the fields of flight operations and dangerous goods.
- Provide technical advice in response to USOAP-related queries from States, Secretariat and ICAO USOAP auditors and subject matter experts, primarily in the areas of flight operations and dangerous goods.

Function 5 (incl. Expected results)

Contributes to the effective implementation and continuous improvement of USOAP CMA, achieving results such as:

- Facilitate the improvement of the Monitoring and Oversight Quality Management System by applying quality assurance techniques and participating in the conduct of internal audits, in accordance with ISO requirements.
- Participate in the preparation and conduct of safety oversight and safety management related training courses, seminar/workshops in accordance with the Quality Management Systems Procedures (QMSPs).
- Provide technical expertise in the preparation of reports and working papers for the Assembly, the Council and the Air Navigation Commission.

Function 6 (incl. Expected results)

Performs other related duties, as assigned.

IMPACT OF THE OUTCOME OF THE POSITION

- Determining the status of ICAO Member States' adherence to Standards and Recommended Practices and the level of implementation of the critical elements of safety oversight in a State. The impact of these decisions will be significant as the determinations could result in other States refusing to operate in that Member State's airspace system and facilities.
- The incumbent will make proposals with respect to the conduct of USOAP activities, to related documentation under the responsibility of OAS and to the continuous improvement of the Monitoring and Oversight Quality Management System. Recommendations will also be made to States regarding corrective actions.

- Errors made in the conduct of audits and other USOAP activities could have a substantial impact on global aviation safety. Lack of verification of a safety problem could result in safety deficiencies remaining unidentified. An over estimation of the problem could result in punitive action by Member States taken vis à vis the audited State.

WORK RELATIONS AND CONTACTS

Title and level	Purpose
a) Inside the Organization	
• Technical Officers within the ANB, other Bureaus and Regional Officers	The incumbent will coordinate with Technical Officers within the ANB, other Bureaus and Regional Officers in relation to USOAP activities for Annex 2 — *Rules of the Air,* Annex 6 — *Operation of Aircraft,* annex, Annex 18 — *The Safe Transport of Dangerous Goods by Air,* and Annex 19 — *Safety Management.* The incumbent will provide technical input to the Secretariat for Panels and Working groups on the States' level of implementation of SARPs related to Annexes 2, 6, 18 and 19. Furthermore, the incumbent will provide briefs to Directors and Chiefs on the status of safety concerns and effective implementation of Standards and Recommended Practices (SARPs) and related guidance material in the areas of Annexes 2, 6, 18 and 19.
b) Outside the Organization	
• Director Generals of Civil Aviation, Ministers and High-level officials of international organizations	The incumbent will perform detailed briefings to Director Generals of Civil Aviation, Ministers and High-level officials of international organizations on USOAP activities and audit results. In addition, the incumbent will brief ANC members as well as Council members, State delegates on OPS-related concerns in the implementation of SARPs.

QUALIFICATIONS AND EXPERIENCE

Education

Essential

A first-level university degree in an aviation related technical discipline, or in a related field. A technical qualification such as an Airline Transport Pilot Licence (ATPL) with commercial flight experience may be accepted in lieu of the first level university degree.

Professional experience

Essential

- A minimum of nine (9) years' experience in an aviation environment, in the industry and/or in a state authority or Regional Safety Oversight Organization (RSOO).
- At least five (5) years' experience in a Civil Aviation Authority or a RSOO as an aircraft operations inspector/auditor.

Desirable

- Certification as a USOAP auditor.
- Experience of quality management systems.
- Experience in safety management (State Safety Programme and/or Safety Management Systems).

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

Core Competencies:

Professionalism: In-depth knowledge of the process for the issuance of air operator certificates (AOCs) and operation specifications (OPSPECs). In depth knowledge of ICAO Annex 6 – Operation of Aircraft (Parts I, II, III), Annex 18 – The transport of Dangerous Goods by Air and Annex 19 – Safety Management, and related procedures and guidance material. Knowledge of ICAO functions, organization and international activities of aircraft operators. Knowledge of the ICAO Universal Safety Oversight Audit Programme (USOAP) Continuous Monitoring Approach (CMA). 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.

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.

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.

Mode of Secondment

The duration of the secondment is for three 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 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.