



# TCB's FIELD PERSONNEL MANAGEMENT PERSPECTIVE

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## **Scope of the Presentation:**

- 1. TCB's Strategic Quality Policy and objectives;**
- 2. Field Personnel Section's structure and role in the context of TCB's activities**
- 3. Activities and scope of operations**
- 4. TCB's successes;**
- 5. Focus on the future – Talent identification, development and retention.**



## TCB's Strategic Quality Policy and Objectives:

1. Assist States/Organizations develop and sustain growth of Civil aviation systems, including institutional and human resources, infrastructure, training, fellowships, technological transfer and capacity Building;
2. Foster global implementation of ICAO's standards and recommended practices (SARPS) and air navigation plans (ANP's) supportive of ICAO's strategic objectives;
3. Provide rapid emergency assistance to Governments, the United Nations and other development partners; and
4. Support the procurement requirements of TCB Programme, ICAO headquarters/Regional Offices and other United Nations Organizations.



## FPS structure and role in the context of TCB's activities

- FPS makes a direct contribution to TCB's strategic objectives and program implementation.

### HOW?

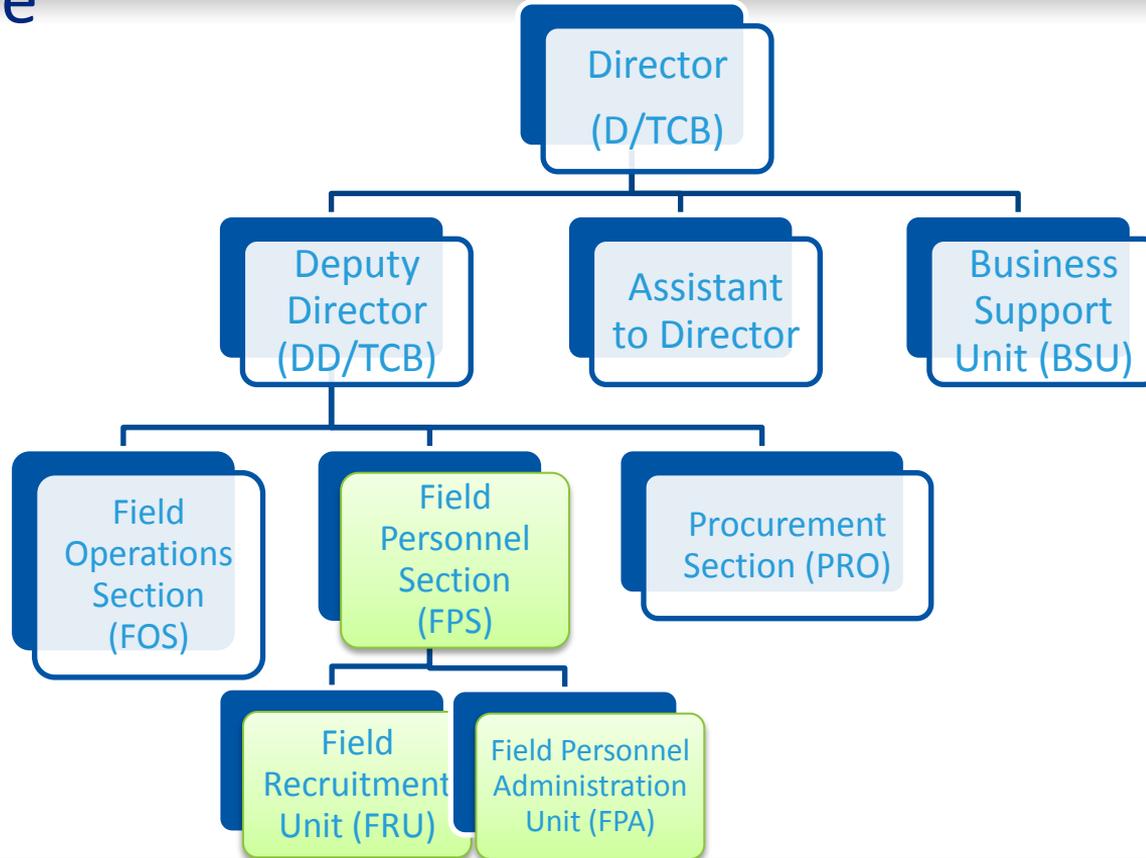
By facilitating timely selection, recruitment, deployment and administration of contracts of **“World Class”** Aviation Experts who support the implementation of our Projects globally.

Our Administrative and management input in this respect cuts across the whole HR management value chain i.e. – From recruitment, administration of benefits and entitlements, all the way to the point of separation.





# TCB Structure





## Activities and scope of operations:



The Field Personnel Section is made up of two units;

### 1. **Field Recruitment Unit (FRU)**

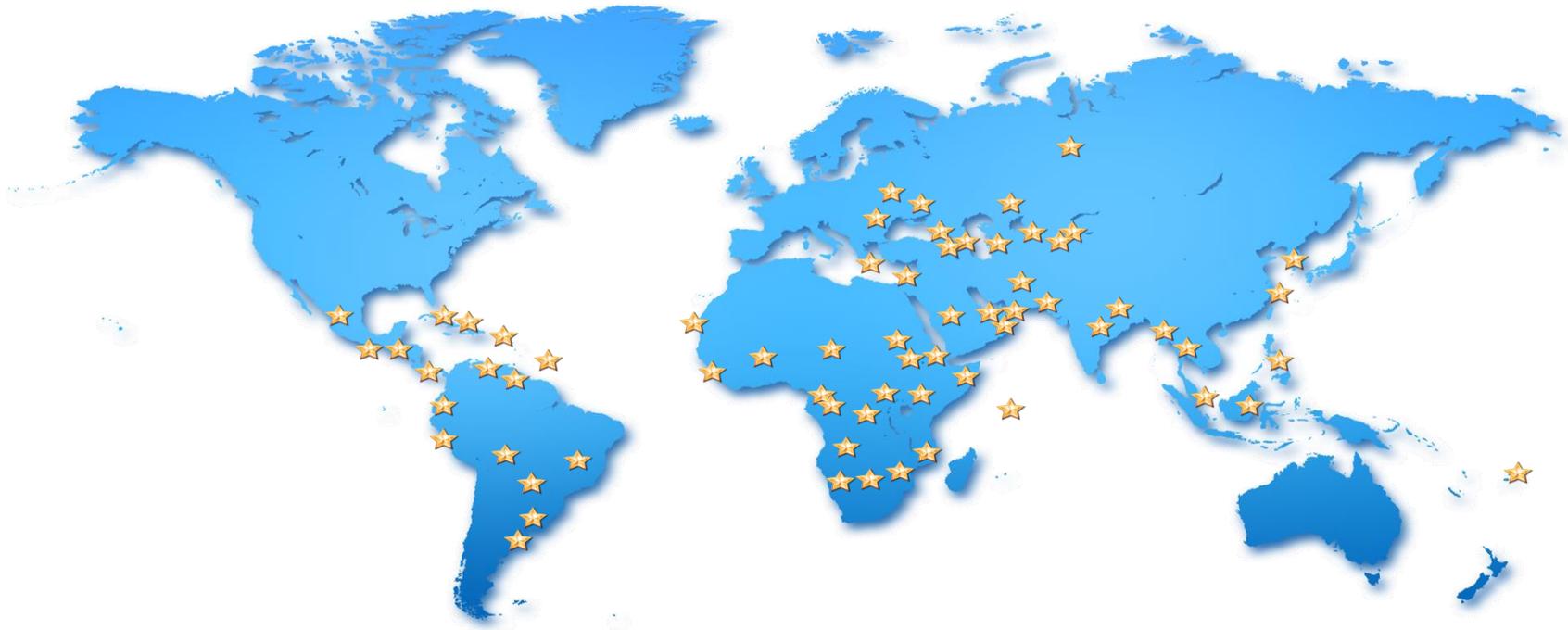
- Field recruitment unit facilitates all recruitment processes, manages the recruitment roster and ensures timely deployment of Field Personnel Experts;

### 2. **Field Personnel Administration (FPA)**

- Field personnel administers contracts for Personnel made up of International Project Personnel (Engineers, Advisors, Instructors, Associate Experts and UN Volunteers) and Local Project Personnel (National Professionals, Administrative support staff), employed under the various types of contracts i.e. fixed term contracts, Special Service agreements, Operations Assistance Programs etc.

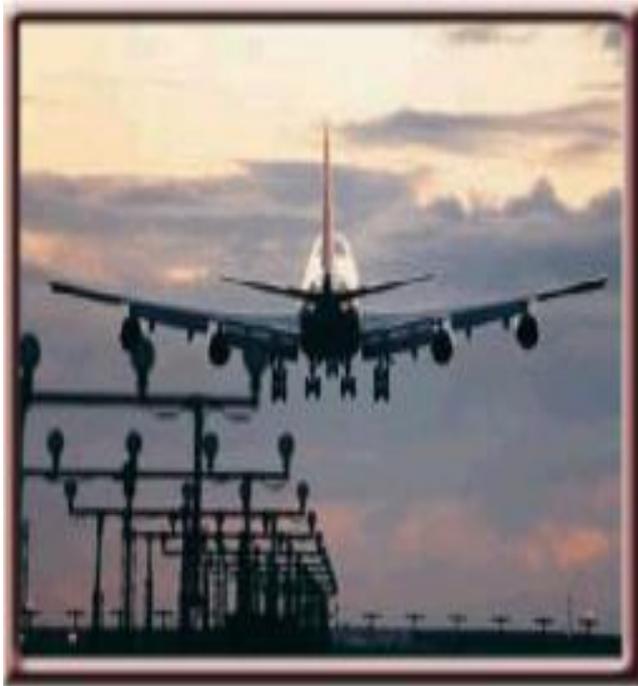


## Field Service Staff are Spread across TCB Projects globally





## TCB's Successes:



Over the years, we have developed expertise and niche in enhancing the capacities of our stakeholders globally and directly contributed towards TCB gaining its competitive advantages listed below:

- We have proved to be efficient and responsive to national needs with regard to selection and deployment of experts in a competitive environment;
- We boast unrivalled experience and ability to understand and realize hopes of developing countries Expert talent acquisition needs;
- We are dedicated to our cause and have proven capacity to provide world-wide support at competitive rates;
- We offer the highest quality of expertise at the lowest rates;
- Have proved to be a trusted partners in the global Aviation Sector as we are independent, objective, impartial and professional with no profit making interest other than operating sustainably .



## Focus on the Future:

- **TCB/FPS recently qualified for ISO Certification. We gladly join our colleagues in TCB i.e. Field Operations, Procurement and Budget Services Sections, in seeking opportunities for continuous improvement.**
- **This compels us to progressively improve on our future strategies for identifying, retaining and developing world class talent to maintain and sustain the development of the global air transport system. Some of the target actions/strategies of our continued focus, include but are not limited to the following:**



## Talent Identification, Retention and Development Strategies:

### Target Action:

1. Continue the on-going process of forging a common understanding and alignment of strategic vision and organizational goals with internal and external stakeholders

### Opportunities for improvement

- Continued strengthening of partnership(s) and cooperation between TCB, Internal Bureaus in ICAO, ICAO Regional Offices, Contracting member states CAA's and all other stakeholders in the global air transport system to reinforce complementarity of technological know how, institutional capacity, and talent management and realize common goals and aspirations.



## Talent Identification, Retention and Development Strategies (cont):

### Targeted Action:

2. Improve performance based productivity levels of the existing experts by putting in place policies to attract, develop and retain talent with the aim of maintaining progressive growth and success of the global air transport.

### Opportunities for improvement

Regular consultations and reviews of TCB policy guidelines to attract, develop and retain talent and align the same to the UN and global best practice HR policies;



## Talent Identification, Retention and Development Strategies (cont):

### Targeted Action :

3. Bridging capacity gaps through technological and knowledge transfer to facilitate talent development of aviation specialists across the globe for future sustainability of the global air transport system;

### Opportunities for improvement

Facilitate implementation of strategies that encourage mentoring, technological and knowledge transfer to facilitate independent development of homegrown talent for sustainability, particularly in member states with limited technical capacity to run their own CAAs'



## Talent Identification, Retention and Development Strategies (cont):

### Targeted Action:

4. Broadening our scope of talent search to support the process of strengthening the talent and capacity base of Civil Aviation Experts and expand TCB Experts roster;

### Opportunities for improvement

Develop strategies and engage in an aggressive talent search campaigns in partnership with stakeholders in search of talent;



## Talent Identification, Retention and Development Strategies (cont.):

### Targeted Action:

4. Broadening our scope of talent search to support the process of strengthening the talent and capacity base of Civil Aviation Experts and expand TCB Experts roster;  
(cont.);

### Opportunities for improvement

One strategy proposed in this forum is to explore the possibility to negotiate possibility of linking ICAO/TCB e-recruitment website to those of contracting member state CAAs' recruitment websites to enhance the visibility and availability of untapped talent for the future sustainability of TCB programs;



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## Potential Experts should contact us through our Field Recruitment Unit (FRU):

- Email: [fru@icao.int](mailto:fru@icao.int)
- Employment website (view the current list of vacancies and apply online by submitting your CV).

[Career Portal: Active Job Listings](#)

[Career Portal: Prospective Jobs](#)





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