

JOB DESCRIPTION

Post : Technical Officer (Facilitation/Procedures)
Compliance and Facilitation Directorate

Grade : A3

Main functions

The incumbent will be expected to carry out the following duties :

- Draft policy and procedural documents and undertake studies and analyses on Customs and other border-related matters, as well as on procedures associated with international cross-border trade facilitation and trade compliance.
- Initiate any follow-up actions, including costing, identifying business benefits and resource constraints arising from those studies.
- Deliver training and technical assistance in the area of Customs procedures, especially the Revised Kyoto Convention, the SAFE Framework of Standards, the Time Release Study and other technical documents prepared by the WCO for Members' guidance.
- Prepare working documents and briefs for the Policy Commission and Council and assist with the preparation of documents for Chairpersons and on cross-Directorate matters relating to technical committee meetings, and/or draft the reports on those meetings.
- Represent the WCO at meetings, in Customs administrations, in other international and regional organizations and/or in intergovernmental organizations with competence in the facilitation or trade compliance domain.
- Develop productive working relations with the Private Sector Consultative Group (PSCG), other organizations with observer status at the WCO and private sector entities, so as to ensure that all stakeholder needs are taken into consideration when developing policies and procedures.
- Write briefing notes, texts for presentations/speeches given by the Secretary General and other senior Secretariat staff (N.B. : previous experience of drafting briefing notes and presentations at Ministerial/Director General level would be advantageous).
- Design materials for, and lecture at, seminars and training courses supported by the WCO.
- Draft articles for WCO publications and those of other international organizations.

Role accountabilities

<u>Areas of accountability</u>	<u>Behaviour typically demonstrating an ability to perform at this level</u>
Produce robust policy research and analysis.	<ul style="list-style-type: none"> • Adopts a forward-looking and proactive strategic approach to the WCO's work. Has substantial knowledge and expertise in areas associated with international cross-border trade and regulation. • Ability to diagnose a policy problem by comparing the experience with a model or system for reflecting on an issue, and recommending action based on these findings. • Understands the wider environment in which the WCO operates and makes linkages to other international organizations when developing policy approaches. • Exercises sound judgement and intuition when assessing options, undertaking research and implementing policy. • Communicates effectively with clarity, authority and in a manner that is tailored to the audience. • Rapidly and accurately identifies key issues or actions in complex situations. • Seeks opportunities to implement new ideas and approaches.
Provide mentoring and expertise on policy matters to Members and within the WCO Secretariat.	<ul style="list-style-type: none"> • Provides intellectual support • Coaches others on policy processes in order to enhance their expertise in the subject matter, their knowledge of institutional practice and policy development. • Provides constructive, timely and specific feedback to others. • Gives credit for successfully performed tasks.
Identify and <i>manage</i> relationships with Members and WCO stakeholders in relation to a work/project area.	<ul style="list-style-type: none"> • Influential in building understanding of, and support for, the need for changes in direction and attitude. • Demonstrates, and encourages others to display, WCO values when communicating with stakeholders. • Engages with others, is credible and can communicate effectively. • Actively seeks to build and manage a network of contacts. • Undertakes real/credible consultation. • Responsive to stakeholders. • Considerate and appreciative of the views of Members and stakeholders.

<u>Areas of accountability</u>	<u>Behaviour typically demonstrating an ability to perform at this level</u>
Manage assigned tasks and projects.	<ul style="list-style-type: none"> • Able to effectively allocate tasks within the portfolio area, and to plan and manage a range of complex issues. • Ensures that his/her own or the team's objectives are aligned on strategic and workplace goals. • Assists others with project planning and offers advice on risks. • In addition to demonstrating drive and efficiency, brings others on board to achieve goals effectively and efficiently. • Alerts his/her manager to potential problems/risks well in advance and suggests solutions. • Methodical, plans systematically and identifies risks. • Knows when to work independently and when to seek advice. • Identifies the resources required to meet his/her or the team's objectives.
Participate effectively in groups and teams.	<ul style="list-style-type: none"> • Provides support to the Deputy Director in relation to task allocations and setting work group priorities. • Actively seeks opportunities to transfer relevant knowledge and information within the portfolio/project area to other staff across the Secretariat. • Fully contributes to discussions on issues with team members, in order to add value to their work. • Provides appropriate feedback, especially about teamwork and the demonstration of values. • Behaves in a manner consistent with WCO values and its Code of Conduct. • Plays a positive role in intra/inter-branch relations and with other groups involved in WCO initiatives. • Actively participates in discussions on his/her own performance and career development.

Minimum capabilities required to perform the role

<u>Capability area</u>	<u>Description</u>
Cognitive powers.	<ul style="list-style-type: none"> • Demonstrated ability to think analytically about issues and express ideas clearly. • Ability to diagnose policy problems by comparing the experience with a model or system for reflecting on an issue, and recommending action based on these findings.
Knowledge and skills.	<ul style="list-style-type: none"> • Ability to understand and apply relevant policy frameworks and analytical tools to international trade issues. • A university degree or equivalent professional qualification in a relevant discipline (e.g., economics, law, public policy). • Proven track record in developing robust policy solutions that meet the identified policy requirements. • Excellent oral and written communication skills. • Good general problem identification and solving skills. • Information technology (IT) literate. • Excellent interpersonal and teamwork skills. • Ability to coach and mentor others. • Good relationship management.
Emotional intelligence (judgement, temperament and influence).	<ul style="list-style-type: none"> • Flexibility to respond to changes in priorities and requests for work. • Self-motivated and able to meet deadlines. • Able to think and interact strategically and innovatively while exercising sound judgment. • Capable of dealing with others appropriately and effectively. • Good judge of character.
Work values.	<ul style="list-style-type: none"> • Strong commitment to “making a difference” through the provision of robust policy advice.

General

- The appointee will be expected to take up his/her duties in Brussels no later than 1 January 2009.
 - Shortlisted candidates may be called for interview prior to appointment.
 - Applicants for this position must have a university degree or equivalent professional qualification, and at least five years' experience, ideally as a senior analyst working on policy development and implementation of procedures within a Customs administration or a Finance/Trade Ministry.
 - Applicants must be fluent in at least one of the WCO's official languages (English and French). Knowledge of another language (written and spoken) would be advantageous.
 - The person appointed shall also perform such other duties as may be required, and may be subject to reassignment within the WCO Secretariat.
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September 2008.