

JOB DESCRIPTION

Post : Technical Attaché
Capacity Building Directorate

Main functions

A variety of functions are to be performed in the areas of capacity building, reform and modernization, training, technical assistance and integrity. The person appointed will be assigned primary responsibility for one or more of these functions but will be required to contribute to the others. The functions include :

- Develop and maintain WCO Customs capacity building instruments and tools (WCO Diagnostic Framework, Development Compendium, etc.).
- Manage projects and working groups to identify and set standards and best practices for Customs capacity building reform and modernization programmes.
- Collect and maintain a library of case studies and practices on Customs capacity building initiatives.
- Co-ordinate and manage regional development initiatives and provide support to WCO capacity building regional structures (ROCB and RTC).
- Write capacity building policy papers, especially for the WCO Policy Commission and Capacity Building meetings.
- Provide capacity building support and advice to Members.
- Develop initiatives, research and strategies to promote capacity building in the Customs administrations of developing and least developed countries.
- Respond to internal and external inquiries related to WCO capacity building programmes on Customs development.
- Draft documents and reports for various meetings at the WCO and for management.
- Represent the WCO at meetings and other fora.

The person appointed will also be required to perform such other duties as may be assigned and may be subject to reassignment within the WCO Secretariat.

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.

Areas of accountability**Behaviour typically demonstrating an ability to perform at this level**

Manage assigned tasks and projects.

- 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.

- 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.• 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

- Applicants for this position must have a university degree or equivalent professional qualifications, with a sound Customs background and working experience in Customs management, in particular project management for development projects.
- The candidate will be expected to be proficient in speaking and drafting in Arabic or French, and to have a good working knowledge of English.

December 2009.