



## CANSO JOB DESCRIPTION

<b>Job Title</b>	<b>Programmes Coordinator</b>
<b>Reporting To</b>	Director Programmes
<b>Direct Reports</b>	None

### Introduction

CANSO – the Civil Air Navigation Services Organisation – is the global trade association for the organisations that provide air traffic control and associated services. CANSO Members support almost 90% of world air traffic. Members share information and develop new policies, with the aim of improving air navigation services (ANS) on the ground and in the air. CANSO represents its members' views to a wide range of aviation stakeholders, including the International Civil Aviation Organization (ICAO), where it has official Observer status. CANSO has an extensive network of Associate Members drawn from across the aviation industry who provide ATM technology and related services.

### Purpose of Job

CANSO's Programme Coordinator is responsible for assisting the coordination of day-to-day activities of CANSO's Global Programmes. This role involves maintaining effective communication with internal and external stakeholders, advancing programme and workgroup tasks, meeting logistics and being the office administrator for CANSO's Montreal office. The Programme Coordinator plays a critical role requiring excellent organisational, communication and leadership skills and works closely with the Director Programmes, Safety and Operations Programme Managers and CANSO's Permanent Representative to ICAO.

The position is based at CANSO Montreal Office and the successful candidate must be legally able to work in Canada. The position is full time (40 hrs / week) with some flexibility for hybrid/remote work. As an international organisation, CANSO's working language is English, but additional languages are an asset. The role requires international travel from time to time.

### Key Duties & Responsibilities

- Programmes planning: Assist with the administration of CANSO's programmes ensuring that programmes are delivering value to Members and that support is available for completion of tasks.
- Stakeholder engagement: Building relationships and communicating with stakeholders, including Members, vendors, and employees, to ensure that the office is meeting their needs and expectations.
- Workgroup support: Provide secretariat support to CANSO workgroups as assigned, assisting with coordination of the work and providing resources to advance their tasks.
- Project coordination: Coordinating various projects within CANSO programmes including workshops, webinars, reports, publications, training programs and other initiatives. Maintaining up to date posting of workgroup materials on collaboration portal.



- CANSO performance monitoring and reporting: Overseeing tracking of CANSO performance against established metrics, coordinating inputs to consolidated report, drafting quarterly and annual reports for internal and external stakeholders.
- Database and Statistics: Maintain database of industry data, producing consolidated reports of regional statistics and trends over time.
- Office administrator: Responsible for managing office supplies, including ordering and maintaining inventory, and ensuring that all office equipment is functioning properly including coordinating with suppliers. Ensuring compliance with company policies, as well as local, state, and federal regulations.
- Financial reporting: Tracking expenses related to the office, including preparing and monitoring budgets, and making recommendations for cost savings.
- Planning and coordinating meetings: Planning and coordinating office events and activities, such as workgroup meetings, including meeting logistics, agendas, and invitations.
- General administration: Day to day administrative tasks, such as responding to emails and filing paperwork, drafting reports.

#### **Candidate profile**

##### **Education & Experience**

- A bachelor's degree or diploma in a relevant field such business administration is required;
- Candidates should have experience in project management, including planning, scheduling, budgeting, and resource allocation;
- Excellent communication skills in English are essential, fluency in other languages is an asset;
- Candidates should have strong analytical, writing and proofreading skills;
- Candidates should have strong attention to detail, including the ability to manage multiple projects simultaneously and ensure that work is delivered to a high standard of quality;
- Highly proficient with Microsoft Office (Excel, Word and PowerPoint) essential. Experience with Business Intelligence tools (Power BI, Tableau) WordPress and CRM software an asset;
- Experience in international multicultural business environments an asset.

##### **Personal qualities**

- Highly organised, able to manage multiple projects simultaneously, prioritise tasks, and meet deadlines;
- Detail-oriented, able to identify errors or inconsistencies, and ensure that all aspects of a project are completed to a high standard of quality;
- Must be able to communicate clearly and concisely with stakeholders at all levels, both verbally and in writing;
- Able to analyse problems, identify potential solutions, and implement effective strategies to overcome challenges;
- Able to work collaboratively with team members, stakeholders, and external partners;
- Integrity and professional work ethic at all times, appropriate confidentiality and impartiality in all dealings with members;
- Demonstrate good team spirit and reliability;
- You will be able to authentically live CANSO's brand values; think big, speak with authority, create value for CANSO's members, embrace collaboration, act responsibly and strive for the extraordinary.