International Coordinating Council of Aerospace Industries Associations

Position: Head of Operations

Employer: International Coordinating Council of Aerospace Industries Associations (ICCAIA)

ICCAIA is the international organization for aerospace industry associations. Our members are engaged in the design, development, manufacture and in-service support of civil aeronautical and space products and technologies. ICCAIA provides an avenue for the world's aerospace manufacturers and service providers to offer their industry expertise toward the development of the international standards and regulations necessary for the safety, security, efficiency and sustainability of air transport, primarily working with the International Civil Aviation Organisation (ICAO), a United Nations Specialised Agency.

Terms of Employment: Full-time / Permanent, Hybrid flexible working

Location: Montreal, Quebec.

Employment Address: 999, Robert-Bourassa Blvd, Suite 3.17, Montreal, QC, H3C 5H7 or satellite location in the downtown Montreal area (with some flexibility to work from home)

Hours of Work: 40 hours/week

Salary: $110-$130,000 CAD per annum

Working Arrangements: This position has flexible working arrangements. The job holder is expected to work at the office for at least three days per week, and up to five during formal meetings, including ICAO high level meetings and symposia. Some travel may be required.

Language: Strong written and verbal communication skills in English. Able to communicate technical issues in simple language to a broad, multi-lingual audience.

Benefits: Eligible for group healthcare plan, contribution matching RRSP scheme, 20 days paid vacation per annum, plus seasonal winter break when the ICCAIA office is closed.

Position Summary:

The Head of Operations reports to the Head of the Organization and serves as a strategic advisor and operational leader, ensuring the effective execution of ICCAIA's priorities. The role oversees internal operations, governance processes, human resources, finance administration and organizational planning, while supporting the Head of the Organization and Board in achieving ICCAIA's strategic objectives.

The Head of Operations acts as a central point of coordination across the organization, driving efficiency, accountability and alignment between staff, committees, members and external stakeholders.

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Principal duties include:

Leadership and Organizational Management

- Providing Strategic advice to the Head of the Organization.
- Leading ICCAIA operations, ensuring the effective execution of ICCAIA's priorities.
- Overseeing internal operations, governance processes, human resources, finance administration. and organizational planning, while supporting the Head of the Organization and Board in achieving ICCAIA's strategic objectives.
- Acting as a central point of coordination across the organization, driving efficiency, accountability and alignment between staff, committees, members and external stakeholders.
- Manage and oversee the work of the Administrative Coordinator and the Financial Coordinator.
- Oversee and coordinate the work of ICCAIA's Accountant and Legal Counsel (Contract).
- Ensure effective management of office facilities, information technology systems, equipment and service providers.
- Lead regular staff and team meetings and monitor organizational priorities and deliverables.
- Support organizational planning and continuous improvement initiatives.

Governance

- Serve as Secretary and operational lead for ICCAIA's Strategy Committee, including agenda development and follow-up actions.
- Coordinate preparation of Board meeting materials, agendas, reports and presentations.
- Support implementation of Board and Strategy Committee decisions and track action items
- Assist the Head of the Organization with strategic initiatives and special projects

Human Resources

- Administer and oversee human resources policies and procedures.
- Liaise with ICCAIA managers to ensure employee performance reviews are conducted in a timely manner.
- Support recruitment, onboarding and retention activities.
- Manage employee leave administration and HR records.
- Provide guidance and support on employee relations matters and workplace policies.
- Ensure compliance with applicable employment legislation and organizational policies.
- Engage with ICCAIA's legal advisors where contractual questions arise.

Finance and Administration

- Administer financial and legal matters in coordination with external advisors and the Head of Organization.
- Review and manage organizational expenses and expense reporting processes.
- Assist with the preparation, monitoring and reporting of organizational budgets.

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- Support financial planning and resource allocation to align with strategic priorities.
- Manage contracts, legal documentation and corporate records as required.

Stakeholder and Member Support

- Foster effective collaboration between staff, member associations and external stakeholders.
- Oversee the strategic planning of major ICCAIA events and conferences, managed by the Director, Membership, Marketing and Events, including meeting objectives, required outcomes, subjects for discussion and identification of high-level speakers.
- Oversee the planning and execution of ICAO High Level Conferences and Assemblies on behalf of ICCAIA.
- Oversee and support the planning of ICCAIA events, managed by the Director, Membership, Marketing and Events.
- Assist in the strategic development and implementation of organizational communications and engagement activities led by Director, Membership, Marketing and Events.

Other Tasks

- Undertake additional responsibilities and special projects as assigned by the CEO.

Requirements:

Professional Experience

- Demonstrated experience in operations management, governance, human resources and/or organizational leadership.
- Experience supporting senior executives, boards, committees or member-based organizations.
- Experience coordinating multiple priorities and stakeholders in a fast-paced environment.
- Experience with financial administration and budgeting.

Knowledge and Skills

- Strong understanding of corporate governance and organizational management.
- Excellent organizational and project management skills.
- Strong written and verbal communication abilities.
- Proficiency with Microsoft Office applications.
- Knowledge of the context of the aerospace sector, international organizations, UN International Civil Aviation Organization and/or membership associations.

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Competencies

- Strategic thinking and sound judgment.
- Strong leadership and people management skills.
- Able to manage meetings with diverse stakeholders and differing positions.
- Excellent interpersonal and relationship-building abilities.
- Ability to work independently with minimal supervision.
- High level of discretion, professionalism and integrity.
- Strong attention to detail and commitment to delivering results.
- Ability to analyze complex issues and provide practical recommendations.