

## **Policy 50-1**

### **Subject: Secretariat Job Descriptions**

Original Policy: Governing Board Approval: June 11, 1993

Revised Policy: Governing Board Approval: October, 2003

#### **I. DIRECTOR GENERAL**

##### Overview

The Director General is appointed by the Governing Board and serves at its pleasure. He/she is responsible for the day-to-day management of the affairs of the Council, reporting to the Governing Board through the Chairman. As Chief Operating Officer, the Director General is responsible for delivery of the IBAC program in accordance with the IBAC Business Plan approved from time to time by the Governing Board. Specific responsibilities relate to management and supervision, communications, financial management, program development and program delivery.

The Director General is responsible for:

##### Management and Supervision

1. Provision of good management over all IBAC activities.
2. Appointing and general direction to IBAC officers including the Director of ICAO Liaison, Standards Manager, and others that may be appointed from time to time.
3. Responsible for the efficient operation of the IBAC Secretariat and for carrying out the purposes of IBAC through implementation of effective policies and practices.
4. Carrying out other such duties as may be assigned by the Governing Board.

##### Communications

5. Being the principal IBAC focal point and spokesperson for communicating with all aviation organizations, governments, aviation press and other media.

6. Managing the IBAC policy on communications to ensure efficient and effective two- way communications with IBAC Member Associations through use of media such as newsletters, website, e-mail, phone, etc.
7. Writing and delivering presentations to assemblies, conferences, meetings and other fora, for the purpose of fostering development of business aviation.
8. Writing articles for journals to enhance the understanding and furtherance of business aviation.
9. Promoting use of technology for use in improving communications.
10. Promoting accurate, pertinent and timely flow of information between IBAC member organizations.

#### Financial Management

11. Managing the IBAC finances in accordance with the IBAC Finance Policy.
12. Organizing and serving as secretariat for the IBAC Finance Committee of the Governing Board.
13. Developing the annual budget for approval of the Governing Board and ensuring management of resources within the approved levels in accordance with the Finance Policy.

#### Program Development

14. Developing (approximately every three years) a business plan and strategic plan for approval of the Governing Board.
15. Continually reviewing IBAC policy to ensure that it is current with the needs of business aviation worldwide, and developing new and revised policies accordingly.
16. Monitoring the aviation industry worldwide to ensure that business aviation is current with new developments and is prepared to act expeditiously to evolving issues.
17. Developing position papers for approval of the Governing Board on new and evolving issues for business aviation.

### Program Management

18. Chairing IBAC's Planning and Operations Committee (POC) to provide ongoing support for the Governing Board and to ensure effective delivery of the IBAC program.
19. Managing the delivery of the program in accordance with the approved business plan.
20. Promoting the continuous improvement of IBAC programs such as the IS-BAO, safety statistics and Aircrew Identification Card.
21. Continuing effective working relationships with the International Civil Aviation Organization (ICAO) and international organizations representing other elements of civil aviation, e.g. IAOPA, IATA, IFALPA, et al.
22. Programming meetings of the IBAC Governing Board and assisting the Chairman and Corporate Secretary in the conduct and reporting on such meetings.
23. Promoting the implementation on new business aviation associations around the world and fostering the growth of business aviation.

### **II. Director, ICAO Liaison (DIL)**

The Director, ICAO Liaison (DIL) is responsible to the IBAC Director General for overseeing and conducting liaison duties related to activities of the International Civil Aviation Organization (ICAO). He/she provides the day-to-day management of the IBAC office co-located with ICAO and provides routine business aviation information and coordination with the ICAO Secretariat. The DIL serves on various panels, work groups at the request of the Director General. Specific duties apply to management and supervision, communication and representation.

The DIL is responsible for:

#### Management and Supervision

1. Managing the IBAC office that is co-located with the ICAO headquarters.
2. Supervising staff at the IBAC office and ensuring the office is manned with competent staff.

3. Acting for, representing and providing advice to the Director General when required.

#### Communications

4. Monitoring ICAO activities and advising the Director General and the Planning and Operations Committee of issues of interest to business aviation.
5. Developing correspondence and communicating IBAC input to ICAO as required.
6. Serving as a resource for IBAC Member Associations by researching and liaising with the ICAO Secretariat &/or State Delegations on technical and operational issues relevant to business aircraft operations.
7. Developing bulletins and other notices as required to advise of technical and operational issues affecting business aircraft operations.

#### Program Delivery

8. Researching new technologies and systems for various IBAC programs such as the Aircrew Card.
9. Researching ICAO programs and documents for the purpose of developing new policies.
10. Providing guidance to the Office Administrator for delivery of the Aircrew Identification Card program.
11. Serving as the Secretary to the IBAC Planning and Operations Committee (POC) and assisting the Corporate Secretary with the Governing Board meeting arrangements and reporting.
12. Assisting the Director General with the writing, collecting and distributing material for Governing Board meetings
13. Representing IBAC at the Air Navigation Commission and various other ICAO Panels and Workgroups as decided by the Director General.
14. Developing Working Papers and Technical Reports in respect of ICAO activities.

### **III. Office Administrator**

#### Overview

The Office Administrator is responsible to the Director General through the Director of ICAO Liaison for the general administration of the IBAC office. As Office Administrator he/she is responsible for maintaining the office co-located with ICAO by responding to routine enquiries and coordinating mail, telephone and website services. He/she serves in additional roles as Aircrew Card Administrator and IS-BAO Administrator.

The Office Administrator is responsible for:

#### General Administration

1. Responding to, and following up on, enquiries made by telephone, e-mail and/or correspondence of other kinds.
2. Maintaining the office decorum and organizing the stockroom.
3. Developing correspondence as requested by the DIL or Director General.
4. Maintaining the IBAC Website and recommending concepts for improvement.
5. Liaising and working with the ICAO Secretariat on matters related to printing, telephone, mail and the office.
6. Developing and maintaining an office procedures manual.

#### Aircrew Identification Card

6. Controlling supplies and ordering material for the Aircrew Card program.
7. Responding on a timely basis to all requests for Aircrew Cards by developing, printing and dispatching cards.
8. Managing the finances for the aircrew card, including account receivables, visa payments, visa enquiries, bank deposits and recording of all information.

#### IS-BAO Administrator

9. Maintaining stocks of IS-BAO, GCOM, order forms and other related IS-BAO material.

10. Maintaining accounts receivable information for IS-BAO, Workshop and Certificates of Registration.
11. Maintaining databases of stock levels located at Member Associations, purchasers of IS-BAO and related materials, accredited auditors and Certificate of Registration holders.
12. Responding to requests of Member Associations for replenishment of their stocks.
14. Ordering printing of material in accordance with stock levels.
15. Assisting the Standards Manager respond to data base, printing and stock issues and others as required.

#### **IV. Part-Time Receptionist /Assistant**

##### Overview

The Receptionist/ Assistant is selected by the Director ICAO Liaison on a part time basis as demanded by the workload volume. He/she is responsible to the Director, ICAO Liaison through the Office Manager for receptionist and general office duties, including:

1. Responding to telephone and e-mail inquiries and office visits.
2. Filing, correspondence and other duties as required.
3. Assisting with Aircrew Identification Card program as directed.
4. Assisting with the IS-BAO program as directed.

*Note: The position description for the IBAC Standards Manager is maintained in the IS-BAO Business Plan.*

##### **Source of Policy:**

- (1) Governing Board Minutes and Attachment 2 to Minutes, Montreal, August 17, 1990.
- (2) Governing Board Meeting (GB/38), Orlando, October 10,2003
- (3) By-Laws, Article VIII, Section 1, Article IX, Section 6, Article XI, Section 2.