



## Executing Agency - Vacancy Notice

### VACANCY NOTICE FOR RECRUITMENT OF A CONSUMER PROTECTION SPECIALIST FOR THE EXECUTING AGENCY

#### POSITION INFORMATION

<b>Post Title:</b>	<b>Consumer Protection Specialist</b>	<b>Vacancy notice</b>	<b>2020/02/P/030320</b>
<b>Level:</b>	<b>P3</b>	<b>Posting Period:</b>	<b>March 3 to April 02, 2020</b>
<b>Fixed Term Contract</b>	<b>Three years</b>	<b>Remuneration package (Annual)</b>	<b>Total annual Net Salary: 61,091 USD + any applicable entitlements</b>
<b>Reports to Position</b>	<b>Project Coordinator</b>	<b>Duty station:</b>	<b>Dakar, Senegal</b>
<b>Date of entry on duty:</b>	<b>As soon as possible</b>		
<b>Special Notice:</b>	<b>Fixed term contract of three years, subject to one (1) year period of probation of satisfactory performance.</b>		

#### THE ORGANIZATION SETTING

AFCAC's main responsibility as the Executing Agency (EA) is to ensure the consistent and full implementation of the Yamoussoukro Decision (YD) and the realization of the Single African Air Transport Market (SAATM) towards contributing to the African Union Agenda 2063. Air transport laws and policy principally only look at the interest of the industry whereas Consumer Protection and Regulations seek to further the interests of the consumer and go beyond the YD (as they affect natural and legal persons); a clash is therefore inevitable. The EA's role, therefore, ensure the even-handed enforcement of the YD and ensure that the operationalization of the SAATM creates a conducive environment wherein fair competition is facilitated.

The Consumer Protection Officer executes the EA's regulatory oversight responsibilities across all AU member States to ensure consistent application of and adherence with Consumer Protection Regulation and its Operational Rules and Procedures. AFCAC, as the impartial referee, through the EA promotes the interest and needs of member States and Citizens through its collaborative work with the African Union Commission (AUC), Regional Economic Commissions (RECs), National and Regional Consumer Protection Agencies, African Airlines Association (AFRAA) and other supporting Associations of Airlines, and other partners in the various Programmes and initiatives on the African Continent.

The Consumer Protection Enforcement Officer takes the lead in the administration of the Consumer Protection Regulation (YD Regulatory Text) and also provides the EA with the enforcement and intelligence capability for the EA to fulfill its mandate. The Officer works closely with the States and RECs to identify unfair practices where they occur and to stop errant service providers from engaging in unfair practices counterproductive to the promotion of an enabling competitive regulatory environment. S/He reports to the PIU head of the Project Implementation Unit.

## **POSITION ASSIGNMENT:**

- Ensure the monitoring and coordination of activities relating to administration and enforcement of the YD dictates on Consumer Protection; Conduct studies and monitor emerging trends and developments, and identify international best practices, to ensure consumer protection in air transport Operation;
- Identify and evaluate the challenges which prevent the effective and efficient discharge of responsibilities of the EA and recommend necessary remedial actions to improve the identified challenges on areas of implementation of the YD and its Regulatory Instruments;
- Make recommendations to encourage that all air transport activities undertaken on the African continent shall aim at achieving smooth, comfortable, affordable and efficient intra-African travel takes into account consumers protection;
- Participate in AFCAC activities and provide her/his expertise in the field of air transport under the supervision of the Director of Air Transport.

## **MAJOR DUTIES AND RESPONSIBILITIES**

As the Consumer Protection officer, within the EA, He/She will be responsible in the administration and enforcement of the Consumer Protection Provisions as expounded in the YD Regulatory Text to protect the interests of consumers and ensure fair trading practices by businesses across the SAATM States. He/She will provide the EA with the enforcement and intelligence capability, and conduct investigations, inspections and interviews to enable the EA to fulfil AFCAC's mandate as the EA for the implementation of YD. He/She will also gather field intelligence and evidence, prepare investigation Reports and make recommendations on the appropriate enforcement measures/actions to the EA. And will also conduct environmental scanning to sieve out consumer protection matters, conduct policy review and develops Operational Rules and Procedures. In addition, He/She will plan and participate in outreach programmes for key stakeholders (e.g. suppliers, consumers) and handle public enquiries, achieving results such as: Outline and stipulate enforcement conditions in order to ensure the proper functioning of the EA and effective liberalization of air transport through unconditional implementation of all provisions of the YD and its Consumer Protection Regulation:

- Continuously review the market behaviour of service providers and, recommend where applicable corrective actions or measures for compliance;
- Establish Rules and procedures to monitor the application of the Yamoussoukro Decision and its implementing rules including the Consumer protection Regulation by the EA, national aviation authorities, air transport service providers, RECs, etc.;
- Provide guidance to how the YD Regulatory Text and Instruments, Competition Regulations and the Dispute Settlement Mechanism should be applied in practice in the SAATM environment;
- Continuously review and, where necessary recommend, or applicable develop modern and effective measures, rules and non-regulatory tools to assess whether reported air transport competition cases to air passengers are consistent with best practices and are handled appropriately, as well as to offer remedies and other appropriate protection in cases of disruptions (cancellation, delay, overbooking, accident, loss of baggage, lack of accessibility for Persons with Reduce Mobility (PRM),etc.);
- Proposed training if and when necessary that maybe beneficial for senior management of aeronautical authorities or any such senior personnel in State Parties, RECs, Organs of the African Union and other relevant institutions who are directly involved in the implementation of the YD are reasonably trained in the understanding of their global responsibilities in relation to the Decision and the YD Regulatory Instruments and Text;
- Use the aid of various technical tools for use through various mediums of communication to arrange regular publicity campaigns for participants in the air transport value chain, from suppliers down to consumers, aware of the possibilities that exist to bring meritorious (as opposed to frivolous) complaints before the EA and improve knowledge of consumer protection legislation and aviation legislation.
- Generate, when necessary, publicity notices for use at airports and by travel agencies or similar; and organizing capacity building workshops on issues affecting the smooth operation of the industry, while avoiding impose unnecessary burdens (especially costs) on the industry

- Follow up by providing technical support to RECs and Member States on the process of domestication and application of consumer protection regulations.
- Coordinate with relevant organizations (international/regional and national) the activities aimed at promoting a healthy competitive air transport market in a sustainable manner and supporting the implementation of the EA's Work Programme.
- Submit concise updates and reports to the various Organs of the AUC, AFCAC, Stakeholders on the state of the air transport industry and
- Carry out any other related duties as may be assigned.

## QUALIFICATIONS AND EXPERIENCE

### Educational background

- Advanced University degree or equivalent academic qualifications in civil aviation with a specialization in economics of air transport, air law or air transport management.

## REQUIRED EXPERTISE AND SKILLS AND PROFESSIONAL EXPERIENCES

### Essential

- At least eight (8) years in governmental (civil aviation) or international airline experience, including policy submissions or decisions on air transport studies and Regulation of the air transport market; and Bilateral and multilateral air transport agreements
- Must possess at least five (5) years of proven leadership experience & managerial capabilities in investigation, enforcement or prosecuting of Consumer Protection including the development of policies and procedures in the field of air transport in collaboration with government agencies regulating the interests of consumers or which have equivalent responsibilities
- Sound knowledge of air transport activities and policies on the African continent, including knowledge of international matters on consumer protection of leading international bodies, or on work carried out by other relevant international organizations, knowledge of regional and sub-regional organizations and States groupings, as the case may arise
- Experience in business planning, building cohesive teams and directing them towards the achievement of identified goals within approved budgets and agreed timelines.
- Experience in leading or supervision of complex technical studies and reports and aiding change management practices as well as approaches
- Good knowledge of ICAO's initiatives on Consumer Protection and in depth knowledge of the best leadership and management practices in the public sector, industry and change management theories.
- Excellent interpersonal and problem-solving skills.
- Fluent reading, writing and speaking abilities in one of the AFCAC languages and working knowledge of the other is desirable.
- Excellent interpersonal and problem-solving skills.

## COMPETENCIES

1. **Professionalism:** Good knowledge of the African Union Structure functions and that of AFCAC's responsibilities as the Specialized Agency of the AU for all civil aviation matters and the EA of the YD. Good knowledge of the strategic issues facing the air transport sector in Africa in both the economic and legal fields, and where the African approach to them may differ from other international air transport market and/or international aviation organisations.
2. **Adaptability:** Ability to prepare clear, concise and accurate documentation, including articulate written and oral reports, in a fast-paced environment. Knowledge of office automation equipment and contemporary computer software.
3. **Team builder:** Demonstrable professional competence; conscientious and efficient approach towards meeting commitments, observing deadlines and achieving results; persistence when faced with difficult challenges; an ability to remain calm in stressful situations.
4. **Communication:** Speak and write clearly and effectively; listen to others and correctly interpret messages from others responding appropriately; ask questions to clarify, and exhibit interest in

having two-way communication; tailor language, tone, style and format to match an audience; demonstrate openness in sharing information and keep State, Stakeholders etc.

5. **Planning and Organizing:** Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.
6. **Accountability:** Takes ownership and honours commitments and delivers outputs within the prescribed time, cost and quality & standards expected; operates in compliance with organizational regulations and rules; supports subordinates, provides oversight and takes personal responsibilities for delegated assignments and/or for his/her own shortcomings as well as of those within her/his Team, where applicable.
7. **Creativity:** Actively seeks to improve programme or services; offers new and different options to solve problems or meet client expectations or needs; promotes and persuades others to consider new ideas: takes calculated risk on new and unusual ideas; thinks "outside the box" takes an interest in new ideas or ways of doing things and not bound by current thinking or traditional approaches.

### PERFORMANCE INDICATORS

- Effectiveness of coordination work with States, RECs and Service providers and other Partners to support the implementation of the YD and on Consumer Protection Regulations and Operational Rules and Procedures;
- Effectiveness in following up on tasks derived from meetings and timely submission of reports and recommendations;
- Regularity of progress review, follow up and quality of recommendations on the establishment of SAATM at the Continental level and implementation of the provisions of the YD and its regulatory and Operational Instruments;
- Quality of Reports and documentation prepared for AFCAC's representation at Regional and international meetings;

### OPERATIONAL LINKS

- Director Air Transport Head of the Executing Agency
- Air Transport Directorate
- Other AFCAC staff

### EXTERNAL LINKS

- African Union
- African Civil Aviation Organizations
- RECs,
- National Consumer Protection Agencies
- ICAO
- Various partners

### HOW TO APPLY

- Interested candidates must complete on-line application form. To apply, please visit AFCAC's website at: [www.afcac.org](http://www.afcac.org).

### NOTICE TO CANDIDATES

- Only the most successful candidates will be contacted for further assessment.

