



World Customs Organization
Organisation mondiale des douanes

Implementation and Capacity Development Directorate

Technical Officer, Supply Chain Integrity Unit

1. INTRODUCTION

The World Customs Organization (WCO) is an independent intergovernmental body, established in 1952 as the Customs Co-operation Council (CCC), whose mission is to enhance the effectiveness and efficiency of Customs services across the globe. The WCO represents 187 Customs administrations that collectively process approximately 98% of world trade. As the global centre of Customs expertise, the WCO is the only international organization with competence in Customs matters.

As a forum for dialogue and exchange of experiences between national Customs delegates, the WCO offers its Members a wide range of conventions and other international instruments, as well as technical assistance and training services provided either directly by the Secretariat, or with its participation. The Secretariat also actively supports its Members in their endeavours to modernize and build capacity within their national Customs administrations, as well as fostering international cooperation among them.

In June 2024, WCO Council approved a modernization plan for the Organization, which included a restructuring designed to address challenges identified by Members and the Secretariat. As of 1 July 2025, two technical Directorates operate under the broad supervision of the Secretary General. The Policy and Standards Directorate holds responsibility for developing WCO policy and standards, while the Implementation and Capacity Development Directorate is responsible for supporting implementation of the said policies and standards through capacity delivery, coordination of international operations and technical assistance.

2. SHORT DESCRIPTION OF THE VACANT POSITION

The Supply Chain Integrity Unit sits within the Capacity Delivery Sub-Directorate of the Implementation and Capacity Development Directorate. The Capacity Delivery Sub-Directorate is tasked with the implementation of WCO standards through specific (often donor-funded) projects. Reporting to the Head of Unit, Supply Chain Integrity, the Technical Officer will support the objective to strengthen the security, transparency, and legitimacy of the global supply chains in their diverse components. This role contributes to the development and implementation of tools and programmes that promote supply chain integrity, combat illicit

trade, and enhance trust among Customs administrations and trade partners. While this role will be based in the Supply Chain Integrity Unit, the appointed candidate will be expected to contribute across enforcement implementation units, particularly the Drugs and Environment Unit, working in close coordination with the Enforcement Policy Unit in the Policy and Standards Directorate.

3. **MAIN ACCOUNTABILITIES**

Under the supervision of the Head of Unit, Supply Chain Integrity, the Technical Officer will focus on the following key activities:

Leadership:

- Manage assigned staff in accordance with the WCO's values, Staff Manuals and policies, including management of leave and attendance, recruitment, onboarding, offboarding and associated knowledge transfer, as well as staff welfare, liaising with the Human Resources (HR) Service and other relevant services, as required;
- Assign tasks to staff, in consultation with the Head of Unit, ensuring alignment with individual skills and capacities, balancing workloads to the extent possible, and setting deadlines and expectations;
- Provide guidance and direction to assigned staff, ensuring ongoing two-way feedback, setting objectives and development plans, conducting performance evaluations, and identifying opportunities for development;

Technical:

- Contribute to the design, implementation, and review of WCO programmes, guidelines, and tools related to supply chain integrity and wider enforcement issues as needed, ensuring an effective feedback loop between WCO projects and operations into tools and standards;
- Provide technical assistance and training to Member administrations to enhance Members' operational capacity in managing supply chain integrity and other enforcement issues as needed;
- Support WCO Members in identifying, assessing, and mitigating risks of supply chain infiltration, fraud, counterfeiting, or smuggling;
- Contribute to the analysis of trends and intelligence related to illicit trade and corruption affecting supply chain integrity;
- Contribute to the development of analytical tools, data-driven risk indicators, and best practices for customs authorities;
- Work across the enforcement implementation Units in the Sub-Directorate to strengthen mechanisms for detecting and addressing supply chain integrity breaches;
- Coordinate with other international bodies (e.g., WTO, INTERPOL, UNODC, OECD, and the private sector) to promote coherent global supply chain integrity initiatives;
- Manage, coordinate and provide technical input to project activities;
- Strengthen collaboration with the private sector, trade associations, and logistics operators to foster compliance partnerships;
- Represent the WCO at international meetings, conferences, and working groups related to supply chain security and integrity and other enforcement issues as needed;

- Provide timely management reporting on performance and outcomes;
- Contribute to relevant WCO working bodies, particularly the Capacity Building Committee and Enforcement Committee, collaborating with other Units across the WCO;
- Act as liaison officer to relevant International Organizations where required;
- Support the Head of Unit and Project Management Office in cultivating, maintaining and liaising with donors and co-implementers, and in developing, where appropriate, ideas for potential future endeavours;
- In coordination with the Expert Mobilization & Curriculum Management Unit, contribute to the development and review of training materials on supply chain integrity and other enforcement issues as needed; and
- In coordination with the Communication Service, promote the work delivered by the Unit in compliance with the WCO Communications Strategy.

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.

4. EDUCATION

- A university degree; or an equivalent combination of education, skills and experience.

5. EXPERIENCE AND ESSENTIAL QUALIFICATIONS

- Minimum 7 years of progressively responsible experience in Customs international trade compliance and supply chain security, including criminal investigation or integrity management;
- Proven track record in implementing or managing programmes related to risk management, supply chain security, compliance, interdictions, anti-corruption or judicial procedures within Customs or a related organization;
- Experience in international capacity building, technical assistance, or policy coordination;
- Demonstrable interest in the strategic objectives and modernization of the WCO and ability to work with a global Customs community interests' approach;
- Leadership potential and the motivation to take on day-to-day management of staff in a multi-cultural environment;
- Strong analytical skills and proven experience in working effectively under pressure;
- Strong inter-personal skills, intercultural awareness and the ability to work effectively with colleagues and external stakeholders; and
- Good knowledge of computer applications and information systems, in particular MS Office.

6. LANGUAGES

- Fluency in English and/or French;
- Good knowledge/mastering of the other official WCO language and good command of Spanish would be considered a strong asset.

7. **CONTRACT AND CONDITIONS**

- Staff member under WCO contract of five (5) years, with the possibility of renewal up to a maximum total duration of appointment at A-Grade of 10 years;
- Probationary period: six (6) months;
- Full-time employment (thirty-seven (37) hours and forty (40) minutes weekly) at WCO Headquarters in Brussels, Belgium;
- Thirty (30) days of annual paid leave;
- Salary based on the Co-ordinated Organisations' salary scale, grade A3, step 1; amount of 8,091.28 EUR/month (remuneration exempted from income tax in Belgium);
- The basic salary can be augmented by allowances based on the staff member's eligibility, and it is subject to the mandatory withholding of terminal allowance (for retirement planning) and medical and life & disability insurance contributions.

This position is subject to the WCO Staff Manual (for permanent staff). If a candidate is related to current WCO staff members (spouse, father, mother, son, daughter, brother or sister), they are required to specifically indicate this in the application.

8. **APPLICATION AND RECRUITMENT PROCESS**

The onus is on the applicant to demonstrate how they meet each of the essential qualifications and requirements. Applicants are encouraged to describe tangible achievements in their CVs and/or in their cover letters, as well as to include references.

Only short-listed candidates will be contacted for an assessment which may include a written test and/or an interview. All short-listed candidates may be requested to provide copies of their original diploma, certificates and proof of relevant experience. Pre-selected candidates may also be subject to reference checks to confirm the information provided in their application.

Interested candidates should submit their application for review no later than **8 February 2026, midnight Central European Team (CET)**, including a CV and cover letter in English or French. This application should be sent by email to: TOSCI.vacancy@wcoomd.org.

The subject line of the email sent by each candidate should clearly indicate the job vacancy for which they are applying.

Interested candidates may submit a request for additional information via email, providing their full name and contact details.

The evaluation of applicants will be conducted on the basis of the information submitted in the application, according to the criteria for the position and the applicable WCO rules.

9. **ADDITIONAL INFORMATION**

The WCO is committed to the principles of integrity, transparency and accountability, as well as to promoting diversity among its staff members. Accordingly, applications from qualified candidates, irrespective of gender, will receive equal treatment and due regard will be paid to the importance of recruiting nationals from WCO Members on as wide a geographical basis

as possible. The age limit for employment at the WCO is 65. Please note that the WCO Headquarters building is a non-smoking environment.

Any personal data collected and processed as part of the recruitment procedure will be in accordance with the WCO's Personal Data Protection Policy (available on the WCO website: <https://www.wcoomd.org/en/about-us/legal-instruments/policies.aspx>). Any questions or complaints in this regard may be addressed to the WCO's Data Protection Officer (dpo@wcoomd.org).