

## MINISTRY OF PUBLIC SERVICE AND ADMINISTRATIVE REFORMS

09 October 2026

**Ministry of Public Service and Administrative Reforms**  
**Circular Letter No. 35 of 2026**  
**E/152/48/15/05 V2 T2**

**From: Secretary for Public Service**  
**To: Supervising Officers in Charge of Ministries/Departments**

### **Vacancy for the post of Director for Policy and Standards - World Customs Organisation**

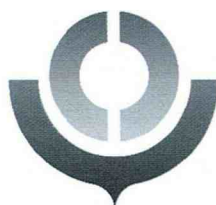
The World Customs Organisation (WCO) is inviting applications from eligible candidates for the post of Director for Policy and Standards, at the WCO Headquarters in Brussels, Belgium.

2. Candidates should possess the requisite experience, leadership qualities and technical expertise for the post. Details regarding the post can be accessed on the website of the WCO: <https://www.wcoomd.org/en/about-us/vacancies.aspx>
3. Interested candidates should submit their application to the WCO on [PSDDirector.vacancy@wcoomd.org](mailto:PSDDirector.vacancy@wcoomd.org) at **latest by 23 October 2026, 23:59 Central European Time (CET)**, in English or French.
4. All applications must be accompanied by a letter of recommendation from the Ministry of Finance or the Mauritius Revenue Authority.
5. It would be appreciated if the contents of this Circular Letter could be brought to the attention of all officers serving in your Ministry/Department.

**D. Gopaul**  
**Secretary for Public Service**

**Copy to: Secretary to Cabinet and Head of the Civil Service**  
**Financial Secretary**

**Encl.**



**World Customs Organization**  
**Organisation mondiale des douanes**

**POLICY AND STANDARDS DIRECTORATE**  
**Director**

**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 Customs delegates, the WCO offers its Members a 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 Customs administrations, as well as fostering international cooperation among them.

As part of a larger modernization plan for the Organization, the WCO implemented a new structure as of 1 July 2025. The Secretariat currently has two technical Directorates that operate under the broad supervision of the Secretary General and the Deputy Secretary General. One Directorate holds responsibility for developing WCO policy and standards, while the other is responsible for supporting implementation of the said policies and standards through capacity delivery, coordination of international operations and technical assistance.

**2. BACKGROUND AND SHORT DESCRIPTION OF THE VACANT POSITION**

The Policy and Standards Directorate (PSD) was established to recentre attention and competences around the content of the WCO's instruments and tools and to be able to produce and maintain WCO tools and instruments in an efficient and coherent manner. The PSD is responsible for the broad majority of WCO working bodies, with a policy development function, managed under the leadership of the Director of Policy and Standards.

The PSD consists of two Sub-Directorates, each managed by a Deputy Director: Nomenclature and Revenue (N&R) and Enforcement, Facilitation and Technology (EFT). N&R develops and maintains the Organization's key instruments and tools on Nomenclature, Valuation and Origin. EFT focuses on policy development on topics related to Enforcement and Compliance, Facilitation and Data and Technology.

The Director Policy and Standards is charged with overseeing this work and is responsible for ensuring appropriate coordination with the Implementation and Capacity Development Directorate, as well as other relevant areas within the Organization. The Director is also expected to represent the WCO at high-level fora or in meetings with important stakeholders.

### 3. **MAIN ACCOUNTABILITIES**

Under the supervision and leadership of the Secretary General, the Director of Policy and Standards focuses on the following key activities:

- Overseeing all activities of the Policy and Standards Directorate;
- Assuming direct responsibility and accountability for ensuring the expected quality and the timely completion of activities pertaining to the Strategic Plan portfolios and work stream falling within the area of the Directorate, and doing so within budgetary allocations;
- Supervising and ensuring the implementation of the Organization's directives in the Directorate and the execution of the work decided upon;
- Safeguarding the WCO's credibility, integrity, and results;
- Providing leadership, management direction and support to the work of the Directorate in areas of Customs Procedures and Facilitation Instruments related to, for example: Revised Kyoto Convention (RKC), SAFE Framework of Standards (SAFE)/Supply Chain Security, WTO Trade Facilitation Agreement (TFA), E-Commerce Framework of Standards, Coordinated Border Management, Time Release Study;
- Providing leadership, management direction and support in the areas of Customs Compliance and Enforcement, Public Health and Consumer Safety, Intellectual Property Rights;
- Providing leadership, management direction and support in the areas of Nomenclature, Valuation and Origin;
- Enabling and promoting active and consistent coordination between the teams developing policies and standards and the teams supporting Member administrations with implementation of these policies and standards, avoiding duplication and strengthening institutional coherence;
- Ensuring appropriate input for the monthly Management Committee meetings, preparing high-quality reports and proposals, including the identification of issues warranting leadership attention, supporting the development of corporate approaches that ensure coherence and consistency in the Organization's actions, and executing such approaches consistent with the scope of responsibilities of the Policy and Standards Directorate;
- Representing the WCO at high level fora or in meetings with Members, relevant partners and stakeholders, to promote the WCO's mandate and strategic initiatives;
- Assuming responsibility for the performance management and development of the staff in the Directorate;
- Fostering a respectful and high-performing work environment by motivating and leading staff in the Directorate in support of WCO Strategic Objectives;
- Advising and assisting the Chairpersons of WCO working bodies under the Directorate's purview in the accomplishments of their tasks, in particular, drawing up agendas and drafting reports.

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 minimum of an undergraduate degree in a relevant field and/or an acceptable combination of education, training and/or experience.

#### 5. **ESSENTIAL QUALIFICATIONS AND EXPERIENCE**

- Minimum 10 years of relevant and professional experience with responsibilities equivalent to those carried by the post;
- Comprehensive knowledge of Customs laws, rules and practices, preferably in multiple discipline areas within the purview of the Directorate;
- Experience working in the WCO Secretariat, or a Member's Customs administration, for or with international organizations, or other private sector experience with responsibilities equivalent to those carried by the post;
- Management experience, preferably in senior administrative positions within Customs with responsibility for managing subordinate supervisors and direct engagement with agency leadership, and demonstrated ability to use resources effectively to accomplish organizational objectives;
- Proven ability to understand and manage policy and sensitive issues arising from the above-mentioned areas of work;
- Personal qualities such as to ensure the establishment and maintenance of fruitful relations with Staff, WCO leadership, Members and other stakeholders in pursuit of the WCO's objectives;
- Experience translating policy objectives into implementable approaches (for the Directorate and/or for Customs administrations);
- Ability to prepare strategic documents, policy papers, reports, briefings, and recommendations for senior leadership and working bodies;
- Strong strategic thinking, analytical and communication skills
- Proven experience in working effectively under pressure in a multicultural and cross-institutional environment;
- Good knowledge of the WCO's policies and priorities; and
- Solid and good knowledge of computer applications and information systems.

#### 6. **LANGUAGES**

English and French are the official languages of the WCO. The successful candidate must be fluent in at least one of the official languages and ideally possess good working knowledge of the other official language.

#### 7. **CONTRACT AND CONDITIONS**

- Staff member under graded official WCO contract of five (5) years;
- Recruitment at grade A6, step 1;
- Probationary period: six (6) months;
- Full-time employment (37 hours and 40 minutes weekly) at the WCO Headquarters in Brussels, Belgium;
- 30 days of annual paid leave;
- Salary based on Coordinated Organizations scale with a starting salary amount of **13,358.57 EUR/month** (remuneration exempted from income tax in Belgium);

- The basic salary can be augmented by allowances based on staff member's eligibility, and is subject to the mandatory withholding of terminal allowance (for retirement planning) and medical and life & disability insurance contributions;
- Starting date: Projected for September 2027.

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

## **8. APPLICATION AND RECRUITMENT PROCESS**

The onus is on the applicant to demonstrate how he/she meets each of the essential qualifications and requirements. Applicants are encouraged to detail concrete achievements in their application and should include contact details for referees. Applicants must use the WCO application form, available here:

<https://www.wcoomd.org/-/media/wco/public/global/pdf/about-us/vacancies/application-form-director-policy-and-standards-directorate.docx?la=en>

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 the application.

Interested candidates should submit their application for review via e-mail to [PSDDirector.vacancy@wcoomd.org](mailto:PSDDirector.vacancy@wcoomd.org) no later than **23:59 Central European Time (CET) on 23 October 2026, in English or French.**

**All applications must be accompanied by a letter of recommendation from the Member's Customs administration or Ministry with responsibility for Customs.**

Candidates are informed that – as part of the approved process by the WCO Council – an initial shortlisting will be conducted by the six regional Vice-Chairpersons, before further assessment will be carried out by the Secretariat. Because of this, it may take more than one month after the application deadline before shortlisted candidates are contacted.

*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 values commitment to the principles of integrity, transparency and accountability as well as values diversity among its staff members. 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 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:



## WCO I OMD Vacancy notice

<https://www.wcoomd.org/en/about-us/legal-instruments/policies.aspx>) and any questions or complaints may be addressed to the WCO's Data Protection Officer ([dpo@wcoomd.org](mailto:dpo@wcoomd.org)).