



General Secretariat (GS)

Geneva, 22 May 2023

E-mail: HRerecruit@itu.int

To the Director-General

Circular letter No. 23/13

Subject: **Vacancy Notice No. 1192D-2023/SG-HRMD/EXTERNAL/D1, "Chief, Human Resources Management Department"**

Dear Madam, Dear Sir,

The post described in the Annex is to be filled at ITU Headquarters.

The relevant job description with the qualifications required, as well as all other useful information, is annexed hereto.

Administrations are requested to circulate vacancy notices to all potential sources of recruitment including universities, institutes, associations of engineers and the private sector as the case may be.

I would be grateful if Administrations would invite qualified candidates and especially women candidates to apply for the above position not later than 18/07/2023 on ITU career website: <https://jobs.itu.int/job/Chief%2C-Human-Resources-Management-Department/942582755/>

The Plenipotentiary Conference adopted the Resolution 48 (Rev. Dubai 2018), affirming that: "...when filling vacant posts by international recruitment, in choosing between candidates who meet the qualification requirements for a post, preference shall be given to candidates from regions of the world which are under-represented in the staffing of the Union, taking into account the balance between female and male staff mandated by the United Nations common system;"

Yours faithfully,

Doreen Bogdan-Martin

Secretary-General

Annexes: **Vacancy Notice No. 1192D-2023/SG-HRMD/EXTERNAL/D1, "Chief, Human Resources Management Department"**

Job Title: Chief, Human Resources Management Department

INTERNATIONAL TELECOMMUNICATION UNION

ITU is the leading United Nations agency for information and communication technologies, with the mission to connect the world. To achieve this, ITU manages the radio-frequency spectrum and satellite orbits at the international level, works to improve communication infrastructure in the developing world, and establishes global standards that foster seamless interconnection of a vast range of communication systems.

Chief, Human Resources Management Department

Vacancy notice no: 1192

Sector: SG

Department: HRMD

Country of contract: Switzerland

Duty station: Geneva

Position number: HR01/D1/948

Grade: D1

Type of contract: Fixed-term

Duration of contract: 2 years with possibility of renewal for 2 additional years

Recruitment open to: External

Application deadline (Midnight Geneva Time): 18 July 2023

ORGANIZATIONAL UNIT

The General Secretariat directs all the administrative and financial aspects of the Union's activities, including the implementation of the provisions of the administrative regulations on operational questions, the dissemination of information on telecommunication matters for operational and other purposes, the provision of legal advice to the Bureaux of the Union and the departments of the General Secretariat, logistic support to the Union's activities including conferences, the coordination of the work of the Union with other international organizations, the dissemination of information to the Member States and Sector Members, press, corporate and individual users of telecommunications and the general public. The General Secretariat is also responsible for the organization of world telecommunication exhibitions and forums.

Within the General Secretariat, the Human Resources Management Department (HRMD) advises the Secretary General on human resources management. It manages ITU's resources ensuring consistency with ITU strategies, policies, regulations and rules as well as UN Common System policies. It efficiently manages the human capital of the Union; creates a stimulating and supportive work environment and encourages organizational creativity and performance measurement based on results.

BACKGROUND INFORMATION

Under the supervision of the Secretary-General, the Chief, Human Resources Management Department (HRMD) serves as leader and role model and takes ownership for all responsibilities and delivers outputs within prescribed time, cost and quality standards related to the mandate Department. He/she operates in compliance with organizational regulations and rules and takes responsibilities towards the successful achievement of delegated assignments.

The Chief, HRMD acts as an authoritative advisor and is responsible for providing strategic leadership and advice on the full range of human resources matters and for leading the conception and the implementation of the Human Resources Strategy. The Chief, HRMD acts as a driver for change, leading and supporting the Organization's reform initiatives, particularly pertaining to improving human resources management, and visionary manager of a team of human resources professionals. Motivating and providing an empowered environment for innovation and high-quality service, the Chief ensures the provision of a comprehensive and integrated service which positions the Organization to optimally develop and deploy its human assets. The Chief promotes a keen appreciation by management and staff of the critical importance of human resources management as central to the overall performance of the Organization. He/she ensures that critical issues regarding ITU's workforce, the needs of the programmes and emerging challenges and trends are fully

integrated to effectively sustain high quality services. As a strategic leader and operational partner, he/she translates strategic and organizational requirements into actions, supporting ITU's organizational changes.

DUTIES AND RESPONSIBILITIES

- Directs the design and implementation of a transformation plan for human resources, supporting the organizational transformation process to achieve an ITU that is fit-for-purpose and fit-for-the-future including leading and directing the delivery of a talent management framework from workforce planning through talent acquisition and management, learning and development, leadership development, performance management, organizational culture and employee engagement and other human resources management services.
- Leads and directs the team of human resource professionals in the design and delivery of all the activities pertaining to ITU's human resources development and management for Headquarters and field offices (including organizational design and classification of posts, recruitment, human resources planning and development, performance management, staff administration, payroll and staff financial benefits, social security benefits and well-being, staff counselling and medical service, staff-management relations, policies, HR partnership programmes (Funds-in-Trust, Junior Professional Officers, Young Professionals, United Nations Volunteers, Internships, etc.), HR analytics and data-driven decision making).
- Drives change and reform initiatives ensuring that human resources management serves as an enabler and trusted partner for organizational change, and ensures effective implementation of the Human Resource Strategy, policies, procedures, programmes and systems consistent with ITU's strategic priorities and taking into account the human resources management framework of the United Nations Common System.
- Ensures the efficient and effective delivery of HR services and processes, leveraging technology to automate HR operations, improves data analytics capabilities, and enhances the employee self-service experience.
- Shapes and fosters a positive organizational culture by promoting employee engagement and creating an environment where employees can thrive and contribute their best, ensuring that the organization attracts and retains top talent; leads the design and implementation of leadership development programs, coaching, and mentoring initiatives to build a strong leadership pipeline.
- Provides strategic advice to the Secretary-General, Deputy Secretary-General, Directors of bureaus, Chief of departments and managers on all aspects of human resources policies, procedures and substance and provides proactive and innovative approaches to delivery of human resources as well as to strategic and policy issues; ensures the provision of critical business intelligence to senior management on overall workforce trends and emerging issues to position the Organization to proactively anticipate, plan and meet workforce needs as these arise.
- Advocates and builds awareness within ITU of the strategic importance of human resources management to the performance of the Organization; embraces the nurturing and guides the development of staff including providing meaningful options addressing work/life balance issues, achieving gender equity and the leveraging of diversity as a comparative advantage; endorses and guides programmes of organizational change identifying change requirements, ensuring the development of innovative solutions and integrating them in the HR services and practices.
- Directs projects for the simplification and digitization of workflows and HR processes, promoting a paperless work environment, and building business plans and programmes oriented to clients.
- Advises the Secretary General on appeals against administrative decisions as well as appropriate disciplinary measures in coordination with the Legal Affairs Unit; oversees the administration of all matters connected with the Appeal Board taking into consideration the advice of the Legal Affairs Unit; leads the review and modernization of ITU staff rules and regulations in collaboration with the Legal Affairs Unit.
- Represents the Secretary-General in joint staff-management meetings as well as in the various United Nations and for a including the International Civil Service Commission (ICSC), the HR Network and, as appropriate, the High-Level Committee on Management (HLCM); supports the evolution of a modern and dynamic international civil service through active contribution within the United Nations common system on human resources reform.
- Takes part, as adviser, in ITU high management meetings dealing with human resource questions and participates in ITU statutory committees and conferences (Council, Plenipotentiary Conference).
- Performs other duties that may be assigned by the Secretary-General.

CORE COMPETENCIES

Applying Expertise; Effective Communication; Learning and Knowledge Sharing; Organizational Commitment; Results-Focused, and; Teamwork and Collaboration.

FUNCTIONAL COMPETENCIES

Analysis, Judgement and Decision Making
Client and Service Orientation
Innovation and Facilitating Change
Leadership
Networking and Building Partnerships
Successful Management
Planning and Organising

TECHNICAL COMPETENCIES

- Strong managerial and leadership skills combined with demonstrated flexibility in leadership by performing and/or overseeing the analysis of complex human resources issues.
- Proven ability to conceptualize, develop and implement HR strategies and policies to meet the needs of the organization.
- Proven ability to plan, lead and implement programmes, HR initiatives and change management projects.
- Proven ability to advise senior management on human resources policies, strategies and priorities and to formulate procedures and plans; excellent conceptual and analytical skills.
- Proven ability to build strong client and partner relationships and to establish and maintain effective working relationships with officials at all levels in an international environment; excellent mediation, negotiating and influencing skills.
- Proven ability to advocate and integrate the multicultural nature of the organization and the diversity of its staff in all HR dimensions.
- Excellent interpersonal skills including demonstrated ability to work in a multicultural environment whilst maintaining a high sense objectivity and impartiality as well as sensitivity and respect for gender equality and diversity issues.
- Proactively shares knowledge across the organization and promotes a culture of knowledge sharing and learning.
- Thorough understanding of human resources management and a sound knowledge of HR theory and general management concepts.
- Thorough knowledge of HR information systems.

QUALIFICATIONS REQUIRED

Education:

Advanced university degree in human resources or public or business administration or management, law, social or human sciences or a related field OR education in a reputed college of advanced education with a diploma of equivalent standard to that of an advanced university degree in one of the fields above. For internal candidates, a first university degree in one of the fields above in combination with twenty years of qualifying experience may be accepted in lieu of an advanced university degree for promotion or rotation purposes.

Experience:

At least fifteen years of progressively responsible experience in the field of human resources management of which at least seven years at the international level. A Doctorate in a related field can be considered as a substitute for three years of working experience. Proven human resources management experience at a senior level is required. Solid experience in effective human resources management, including application of best practices in recruitment, change management, succession planning, performance management and learning and conducive work environment to support the mandate of the organization. Experience within an organization of the UN Common System, familiarity with ITU activities and structure would be an advantage.

Languages:

Knowledge of one of the six official languages of the Union (Arabic, Chinese, English, French, Russian, Spanish) at advanced level and knowledge of a second official language at intermediate level. Knowledge of a third official language would be an advantage. (Under the provisions of Resolution No. 626 of the Council, a relaxation of the language requirements may be authorized in the case of candidates from developing countries: when candidates from such countries possess a thorough knowledge of one of the official languages of the Union, their applications may be taken into consideration).

BENEFITS AND ENTITLEMENTS

Salary:

Total annual salary consists of a net annual salary (net of taxes and before medical insurance and pension fund deductions) in US dollars and a post adjustment (PA) (cost of living allowance). The PA is variable and

subject to change without notice in accordance with the rates as set within the UN Common System for salaries and allowances.

Annual salary from \$ 106,023 + post adjustment \$ 89,483

Other allowances and benefits subject to specific terms of appointment, please refer to https://jobs.itu.int/content/What-we-offer/?locale=en_US

INFORMATION ON RECRUITMENT PROCESS

Please note that all candidates must complete an on-line application and provide complete and accurate information. To apply, please visit the ITU Careers website. The evaluation of candidates is based on the criteria in the vacancy notice, and may include tests and/or assessments, as well as a competency-based interview. ITU uses communication technologies such as video or teleconference, e-mail correspondence, etc. for the assessment and evaluation of candidates. Please note that only selected candidates will be further contacted and candidates in the final selection step will be subject to reference checks based on the information provided. Messages originating from a non ITU e-mail account - @itu.int - should be disregarded. ITU does not charge a fee at any stage of the recruitment process.

ITU applies a zero-tolerance policy against all forms of harassment. ITU is committed to diversity and inclusion within its workforce, and encourages all candidates, irrespective of gender, nationality, religious and ethnic backgrounds, including persons with disabilities, to apply to become a part of the organization. Achieving gender balance is a high priority for ITU.