Geneva, 12 September 2023

E-mail: HRerecruit@itu.int

To the Director-General

Circular letter No. 23/30

Subject: **Vacancy Notice No. 1368D-2023/SGO/EXTERNAL/D1 "Chief, Transformation Team"**

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 13/11/2023 on ITU career website:

Chief, Transformation Team (itu.int)

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. 1368D-2023/SGO/EXTERNAL/D1 "Chief, Transformation Team"**

Job Title: Chief, Transformation Team

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, Transformation Team

Vacancy notice no: 1368
Sector: SG
Department:
Country of contract: Switzerland
Duty station: Geneva

Position number: SG13/D1/9
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): 13 November 2023

ORGANIZATIONAL UNIT

The General Secretariat directs administrative, human and financial resources and activities of the Union, including the implementation of the provisions of the administrative regulations on operational questions, the dissemination of information on telecommunication/ICT matters for operational and other purposes, and the provision of legal advice to the whole of the Union. The General Secretariat coordinates the implementation of the Strategic Plan, monitors the telecommunication/ICT environment and recommends as needed action relating to the Union's future policies and strategy. The General Secretariat ensures inter-sectoral coordination and cooperation to advance a whole of ITU approach (One-ITU) in headquarters and the field. The General Secretariat provides logistical and information technology support to the Union's activities including conferences and global forums; the coordination of the work of the Union with the United Nations system, and other international organizations; and the engagement of the Member States, Sector Members, and Academia. The General Secretariat manages corporate governance, and strategic communications and relations with the media, different stakeholder groups as well as the general public.

DUTIES AND RESPONSIBILITIES

Under the supervision of the Secretary-General and in coordination with the Deputy Secretary-General, the Chief Transformation Team (CTO) will be responsible for providing leadership, strategic direction, and overall management of the Transformation Team. The CTO will be overseeing a comprehensive transformation strategy, encompassing both business and digital realms, over a period of four years. The CTO will play a vital role in shaping the future of ITU by driving forward its modernization efforts and fostering an environment of innovation and efficiency. This ambitious project aims to revolutionize the agency's operations, optimize processes, and leverage cutting-edge digital technologies to enhance service delivery and impact. The Transformation Team will provide regular reports on the progress of the transformation project to the ITU Council and the Council Working Group of Financial and Human Resources (CWG-FHR).

To this extent, the incumbent will perform the following duties:

- Develop and implement a holistic transformation strategy aligned with ITU's mission and goals, focusing on both business and digital transformation.

- Lead change management efforts by effectively communicating the vision, goals, and benefits of the transformation initiative to stakeholders at all levels, ensuring buy-in and fostering a culture of transformation.
- Oversee all aspects of the transformation project, including planning, budgeting, resource allocation, and timeline management, to ensure successful and timely completion of deliverables.
- Collaborate with diverse internal and external stakeholders, such as SG and DSG and other elected officials (Coordination Committee), Chiefs of Depts (Management Coordination Group) across ITU and external vendors, to foster collaboration, gather input, and ensure alignment with transformation objectives.
- Lead the reengineering or redesigning existing processes to improve efficiency, eliminate redundancies, and increase agility. This will involve adopting new technologies, automating manual tasks, or optimizing workflow management. In addition, identify opportunities to streamline processes, eliminate redundancies, and enhance operational efficiency through the use of digital tools and technologies.
- Drive the adoption and integration of digital technologies, such as AI, data analytics, and cloud computing, to transform how ITU operates and delivers services.
- Ensure that the transformation puts the end user at the center by enhancing their experience through personalized interactions, seamless omni-channel engagement, and convenient self-service options. It involves leveraging data and digital tools to understand customer preferences, anticipate needs, and deliver tailored products, services, and experiences.

- Ensure Operational Efficiency, by streamlining and automating processes, reducing manual effort, eliminating bottlenecks, and improving operational efficiency. This may involve implementing technologies such as robotic process automation (RPA), artificial intelligence (AI), and machine learning (ML) to optimize workflows, enhance productivity, and drive cost savings.
- Ensure that transformation leverages data as a strategic asset. It involves collecting, analyzing, and deriving insights from large volumes of data to inform decision-making, identify trends, and gain a deeper understanding of customer behavior and market dynamics. Data-driven insights enable ITU to make better informed, proactive, and agile business decisions.
- Establish metrics and key performance indicators (KPIs) to monitor the progress and impact of the transformation initiative, and regularly report on achievements to senior management and relevant stakeholders.
- Build and lead a high-performing team, providing guidance, mentorship, and professional development opportunities to maximize individual and collective contributions.
- Perform other related duties as assigned.

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
Planning and Organising
Successful Management

TECHNICAL COMPETENCIES
- Strong leadership and strategic thinking abilities required, with the capacity to inspire and mobilize teams and stakeholders towards a shared vision.
- Excellent communication and stakeholder management skills, with the ability to build effective relationships across diverse stakeholders at all levels.
- Exceptional project management skills, including the ability to set priorities, manage budgets, and navigate

complex organizational structures.
• Demonstrated analytical and problem-solving skills, with the ability to identify opportunities, mitigate risks, and drive data-informed decision-making.

QUALIFICATIONS REQUIRED

Education:
Advanced university degree in business, administration, management, or a related field or a related field OR education from 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. Additional certifications in project management, change management, or digital transformation are highly desirable.

Experience:
At least fifteen years of progressively responsible experience in successfully leading large-scale business transformation initiatives, including at least seven at the international level. A Doctorate in a related field can be considered as a substitute for three years of working experience. Proven experience at a senior level is required, including in staff supervision. Extensive experience is required in digital transformation, including implementing innovative technologies and driving organizational change through digital initiatives. Experience within an organization of the UN Common System, and 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 andpension fund deductions) in US dollars and a post adjustment (PA) (cost of living allowance). The PAis variable and subject to change without notice in accordance with the rates as set within the UNCommon System for salaries and allowances.

Annual salary from $ 106,023 + post adjustment $ 92,876

Other allowances and benefi ts subject to specifi c 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.