



General Secretariat (GS)

Geneva, 21 June 2024

E-mail: HRerecruit@itu.int

To the Director-General

Circular letter No. 24/36

Subject: **VACANCY NOTICE No. 1665P-2024/SG-HRMD/EXTERNAL/P4 “Head, Learning & Development Service”**

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 20/08/2024 on ITU career website:

[Head, Learning & Development Service \(itu.int\)](https://www.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. 1665P-2024/SG-HRMD/EXTERNAL/P4 “Head, Learning & Development Service”**

Job Title: Head, Learning & Development Service

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.

Head, Learning & Development Service

Vacancy notice no: 1665

Sector: SG

Department: HRMD

Country of contract: Switzerland

Duty station: Geneva

Position number: HR12/P3/625

Grade: P4

Type of contract: Fixed-term

Duration of contract: 2 years with possibility of renewal

Recruitment open to: External

Application deadline (Midnight Geneva Time): 20 August 2024

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.

DUTIES AND RESPONSIBILITIES

Under the supervision of the Chief, Human Resources Management Department, the incumbent will perform the following duties:

- Strategic Planning and Management:
 - Lead and oversee the HR Planning and Development Service, including supervision of staff and consultants.
 - Develop operational and policy frameworks, systems, procedures, and best practices.
 - Manage the budget for HR planning and development activities.
 - Advocate for continuous learning as a key business investment.
- Training Needs Assessment and Program Development:
 - Evaluate training needs in consultation with ITU managers and provide expert advice.
 - Develop and oversee the implementation of training programs, ensuring alignment with organizational goals and cost-effectiveness.
 - Design innovative approaches and learning resources for training delivery and support.
- Performance Management:
 - Manage the ITU performance appraisal system, promoting its value and providing guidance to managers.
 - Offer coaching and authoritative advice on performance management and addressing underperformance.
 - Monitor system utilization and recommend improvements for optimization.
- Career Management Program:
 - Develop, implement, and monitor a comprehensive career management program.

- Conduct learning needs analyses and coordinate competency assessments for staff.
- Identify training and development needs at all levels and implement knowledge management systems.
- Training Program Evaluation:
 - Evaluate the effectiveness of training programs and make necessary modifications.
- Rewards and Recognition Program:
 - Develop and manage the ITU rewards and recognition program.
- Policy Development and Implementation:
 - Review, draft, and implement performance management and learning policies, incorporating best practices from the UN common system and private sector.
 - Manage policy revisions, including digitalization, training, and rollout.
- Mobility Program Management:
 - Manage ITU's mobility program.
- Networking and Representation:
 - Develop and maintain internal and external learning and performance management networks.
 - Represent ITU in inter-agency meetings and communities of practice.
- System Configuration and Guidance:
 - Ensure effective system configuration in line with rules and regulations across the performance cycle.
- Technical Support:
 - Provide technical support and guidance to staff members to ensure correct system application and use.
- 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 understanding of training program development and evaluation methodologies.
- Excellent communication, leadership, and interpersonal skills.
- Proficiency in ERP systems, such as SAP, and data analytics tools.
- Knowledge of UN common system policies and procedures is desirable.
- Ability to work effectively in a multicultural environment and foster teamwork.

QUALIFICATIONS REQUIRED

Education:

Advanced university degree in Human Resources Management, Business or Public Administration 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. Certification in coaching and/or training and/or facilitation would be an advantage. For internal candidates, a first university degree in one of the fields above in combination with ten years of qualifying experience may be accepted in lieu of an advanced university degree for promotion or rotation purposes.

Experience:

At least seven years of progressively responsible experience in human resources management, including at least three at the international level. A Doctorate in a related field can be considered as a substitute for three years of working experience. Extensive experience in HR planning, development, and performance management.

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 \$ 77,326 + post adjustment \$ 68,434

Other allowances and benefits subject to specific terms of appointment, please refer to:

https://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.