

# 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. ITU also organizes global Telecom events bringing together the most influential representatives of government and the private sector to exchange ideas and knowledge for the benefit of all.*

## VACANCY NOTICE N° 22P-2017/SG-HRMD/EXTERNAL/P5

**Date of Issue:** 23 May 2017

*Applications from women are encouraged*

**Functions:** Deputy Chief, Human Resources Management Department

**Post Number:** HR02/P5/624

**Deadline for Applications (23.59 Geneva CH) :** 23 July 2017

**Duration of Contract:** 2 years with possibility of renewal for 2 additional years

**Type of Appointment:** Fixed-term Appointment

**Duty Station:** Geneva, Switzerland

**Grade:** P5

### Organ:

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.

### Organization Unit:

Within the General Secretariat, the Human Resources Management Department (HRMD) advises the Secretary General on human resources management and facilities 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 and physical assets of the Union; creates a stimulating and supportive work environment and encourages organizational creativity and performance measurement based on results.

### Duties / Responsibilities

In support of the Chief of the Department, the incumbent performs the following duties:

- Develops, interprets and implements existing or new human resources policies, procedures, programmes and systems consistent with ITU's strategic objectives and taking into account policies, rules and regulations of the United Nations Common System.
- Provides strategic leadership to the teams responsible for payroll and staff financial benefits, staff administration, Social Security Benefits & Well-being services. Plans, develops and monitors all aspects of the human resources administration programme to ensure timely and efficient completion of administrative processes; analyzes ITU's present and future HR administration requirements and develops strategies and plans to meet these needs; examines the impact of UN common system decisions and recommendations in this field, their applicability to the Union's programmes and formulates guidelines for implementation as

required.

- Ensures the provision of high quality and innovative services, efficiency and adequate client satisfaction through improvement of processes and procedures and development of business systems and tools to maximize efficiency and simplify procedures; reviews and analyzes complex pension, insurance, entitlement and benefit issues and relevant staff rules and precedents to develop recommendations and enhance decision making.
- Ensures the continuous analysis of HR strategies and procedures, assessing the impact of implementations in HRMD and making recommendations, ensuring that organizational goals and strategies are reflected in the proposed changes. Makes research on the matters related to conditions of service, benefits and allowances and other policy matters. Elaborates and introduces measurement indicators, monitoring and reporting on achievement of results.
- Advises senior management on all aspects of human resources policies, procedures and substance and provides proactive and innovative approaches to delivery of human resources services as well as to strategic and policy issues.
- Recommends human resources policies, procedures and practices with a view to streamlining and improving efficiency and responsiveness of the department's activities ensuring consistency with the ITU's strategic objectives and the Department's operational plan as well as enhancing its service orientation, quality management and management techniques.
- Leads and/or participates on special project teams focusing on HR issues such as development of the human resources information system, re-deployment, salary surveys, pension and insurance related issues.
- Represents the ITU, participates and provides HR expertise on various ITU committees as well as inter-organization related meetings and UN working groups focusing on HR trends and related policies, procedures and practices.
- Performs other related duties to ensure the success of the human resources management as assigned by the Chief of Department.

## Competencies:

- Proven ability to motivate and lead a team effectively and resolve conflicts; demonstrated ability to formulate and implement staff development plans.
- Proven ability to identify issues, analyze and formulate opinions, make conclusions and recommendations on complex human resources policy and development issues.
- Proven ability to conceptualize, develop and implement HR strategies and policies to meet the needs of the organization.
- Demonstrated ability to advise management on human resources policies, strategies and priorities and to formulate procedures and plans; excellent conceptual and analytical skills.
- Promotes and lives by an ethic of client service, seeking to produce significant and positive impact; demonstrated experience in customer relations.
- Promotes a learning environment in the office - empowers staff to address their development needs and promotes an open atmosphere of mutual feedback and support.
- Strong analytical and problem resolution skills.
- Ability to communicate clearly, effectively and convincingly both orally and in writing, including the preparation of clear and concise reports.
- Ability to build strong client and partner relationships and to establish and maintain effective working relationships with staff member at all levels in an international environment.
- Knowledge of best practices and ability to apply them in an organizational setting.
- Knowledge of HR information systems and of their use to support the delivery of effective HR services.

## Qualifications required

### Education:

Advanced university degree in human resources management, public administration, social sciences, business management 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 fifteen years of qualifying experience may be accepted in lieu of an advanced university degree for promotion or rotation purposes.

### Experience:

At least ten years of progressively responsible experience in human resources management, including at least five at the international level, preferably in a UN Common System Organization. A Doctorate in a related field can be considered as a

substitute for three years of working experience. Experience in managing multi-disciplinary teams and in drafting policies is required. Experience in managing entitlements and benefits and pension of the UN common system 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.)

### Additional Information:

#### **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 \$ 84,721 + post adjustment \$ 68,709

Other allowances and benefits subject to specific terms of appointment, please refer to <http://www.itu.int/en/careers/Pages/Conditions-of-Employment.aspx>

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Applicants will be contacted directly if selected for written test.

Interviews may be used as a form of screening.

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For further information concerning the Conditions of Employment please click the following link

Applicants will be contacted only if they are under serious consideration



ITU is a smoke-free environment