



July 2023

Title: Junior Professional Officer – Junior Transformation/Project officer
Bureau/Dept/Unit: SGO/Transformation Office
Supervision: Chief Transformation Officer
Duration: 2 years (with option for renewal)
Location: ITU Headquarter – Geneva, Switzerland
Grade: **P2**

ITU is the United Nations specialized agency for information and communication technologies – ICTs.

We allocate global radio spectrum and satellite orbits, develop the technical standards that ensure networks and technologies seamlessly interconnect, and strive to improve access to ICTs to underserved communities worldwide.

ITU is committed to connecting all the world's people – wherever they live and whatever their means. Through our work, we protect and support everyone's fundamental right to communicate.

Today, ICTs underpin everything we do. They help manage and control emergency services, water supplies, power networks and food distribution chains. They support health care, education, government services, financial markets, transportation systems, e-commerce platforms and environmental management. And they allow people to communicate with colleagues, friends and family anytime, and almost anywhere.

With the help of our global membership, ITU brings the benefits of modern communication technologies to people everywhere in an efficient, safe, easy and affordable manner.

ITU membership reads like a Who's Who of the ICT sector. We're unique among UN agencies in having both public and private sector membership. So in addition to our 193 Member States, ITU membership includes ICT regulators, many leading academic institutions and some 700 tech companies.

In an increasingly interconnected world, ITU is the single global organization embracing all players in this dynamic and fast-growing sector.

The JPO would be based in ITU HQ in Geneva, Switzerland, an international and exciting city that host more than 190 international organizations. Geneva host more than two thirds of all UN activities and is visited

by nearly 3000 heads of states or similar officials every year. It is a great opportunity to be based at the heart of the diplomatic world, and meet people from across the globe.

A. Organizational Unit:

The Transformation Office will be granted the following responsibilities:

1. **Programme / project management.** Driving and overseeing the transformation initiatives in the areas above (i.e. people and culture, financial management, systems processes and tools, and internal controls) and acting as a central hub of information for managing and coordinating multiple programmes and projects. Development of implementation plans on these areas, progress monitoring, risk management, making sure that these programs / projects are delivered on time, within budget, and with the expected quality.
2. **Transformation planning.** Ensure that the strategy and detailed transformation roadmap with initiatives in the areas above, milestones, timelines and dependencies are being followed. Making sure that all stakeholders are aligned and share the same understanding.
3. **Set up governance structure.** Establish and follow a clear governance structure which defines roles, responsibilities, and decision-making authority as well as ensures compliance with policies, standards, and regulations.
4. **Stakeholder engagement and communication.** Facilitate effective communication and engagement with internal stakeholders throughout the transformation program. Develop communication plans, establish communication channels, and ensure that stakeholders are informed about the progress, achievements, and upcoming milestones.
5. **Ensure senior leadership sponsorship.** Engagement of the top management team who will champion the transformation, allocate necessary resources, and help remove organizational barriers or resistance to change.
6. **Change management.** Implement change management strategy to address resistance, facilitate adoption of new processes and technologies and support stakeholders in transitioning to new ways of working integrating with the Change Makers¹ program.
7. **Risk management.** Identify, assess, and manage risks associated with the transformation program. Develop risk management strategies, implement risk mitigation plans, and monitor risks throughout the program lifecycle.
8. **Monitoring and progress measurement.** Establish performance metrics and tracking mechanisms to monitor the progress and outcomes of the program.

B. Organizational context: (Describe the organizational setting of the post and the purpose of the post as well as any supervision given or received)

The Junior Professional Officer (JPO) will join the Transformation Office at ITU Headquarters in Geneva. The office is responsible for driving and overseeing transformation initiatives, including

¹ The Change Makers roles defined within the transformation initiative are to train ITU staff to lead change processes, encourage active engagement, and ensure collaboration across the Bureaus and General Secretariat.

people and culture, financial management, systems processes and tools, and internal controls. The JPO will support the Chief Transformation Officer in project coordination, planning, and implementation of the transformation program. This is an exciting opportunity to contribute to ITU's mission, work in a dynamic international setting, and collaborate with stakeholders from across the globe.

C. Duties, responsibilities and key results expected: *(will be evaluated by Classification Officer)*

Under the supervision of Chief Transformation Officer, the Junior Professional Officer will:

1. **Project Coordination:** Assist the Chief Transformation Officer in day-to-day project coordination, ensuring effective planning, budgeting, resource allocation, and timeline management.
2. **Process Improvement:** Contribute to the reengineering and redesigning of existing processes to enhance efficiency, eliminate redundancies, and increase agility. Explore opportunities for streamlining processes and optimizing workflow management through the use of digital tools and technologies.
3. **User-Centric Transformation:** Support the Chief Transformation Officer in ensuring that the transformation places the end user at the center, improving their experience through personalized interactions, seamless engagement, and self-service options. Leverage data and digital tools to anticipate user needs and deliver tailored products, services, and experiences.
4. **Metrics and Reporting:** Contribute to the establishment of metrics and key performance indicators (KPIs) to monitor the progress and impact of the transformation initiative. Regularly report on achievements to senior management and relevant stakeholders.
5. **Stakeholder Engagement:** Collaborate with diverse internal and external stakeholders, including ITU teams and external vendors, to foster collaboration, gather input, and ensure alignment with transformation objectives.

D. Work relations and contact *(Describe the level of contacts by title (colleagues, collaborators, suppliers, clients, media, major donors), the skill used in developing and maintaining the contacts (such as to exchange information, persuade, advocate, build alliances, make commitments for the Organization or represent service or ITU) as well the purpose behind and the frequency of contacts)*
Collaborate with diverse internal and external stakeholders across ITU and external vendors, to foster collaboration, gather input, and ensure alignment with transformation objectives.

E. Competencies

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

Essential 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 ☐

Essential Technical Competencies

- Understanding of the ICTs especially with regards to development trends, challenges and opportunities
- Knowledge of Cultural change, processes transformation and project management;
- Ability in conducting research as well as drafting and editing publications / official documents;
- Microsoft Word, Excel, Power Point and ability of learning new software applications;
- Social media (Twitter, LinkedIn, Facebook etc) and collaborative tools.
- Microsoft Word, Excel, Power Point and ability of learning new software applications;

F. Qualifications required

1. Education: University degree in business administration, management, or a related field. Additional certifications in project management, change management, or digital transformation are highly desirable.

2. Work experience:

At least three years of progressively responsible experience in the field of the post.

3. 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.)

G. Training and Learning Elements:

The candidate will acquire excellent knowledge and experience of:

- Project and program management;
- Building multi-stakeholder partnerships;
- Cooperation at international level;
- Enhanced knowledge in field of digital skills and digital inclusion;
- Understanding of the UN system, and ITU's contribution to the achievement of SDGs.

Learning will be structured and will take place through participation in ITU meetings and/or workshops, by studying ITU reports, surveys, studies or activities related processes, by

mentoring/coaching/on-the-job training. Learning process will be gradually strengthened by entrusted management functions of concrete activities leading towards generation of an concrete results (e.g. workshop, study, report, presentation, project) that will further strengthen technical competencies of incumbent.

The post holder will be attached to a direct supervisor who will provide learning opportunities by the following means:

- Establishment of concrete milestones in the capacity development during the contract, that includes identification of a set of envisaged results further strengthening competencies of the incumbent;
- Regular direct coaching sessions addressing daily work, activities of the Office, strategic planning of actions aiming at strengthening leadership of ITU;
- Participation in the internal and external meetings relevant to the areas of actions of incumbent, including bilateral debrief sessions with learning take aways;
- Contributing to the ITU meetings and meetings of other stakeholders with the possibility of making presentations/statements, elaborated in a close collaboration with the supervisor;

H. Additional information regarding the post *(Additional space for comments that have not been mentioned in the above sections, if any.)*