



July 2023

Title: Junior Professional Officer – **Junior Organizational Design and Recruitment Officer**
Bureau/Dept/Unit: **SG/HRMD/ODR**
Supervision: Judith Duval / Head, Organizational Design and Recruitment Service
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 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.

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

This is an opportunity to join a multidisciplinary human resources team compose working in the areas of organizational design, recruitment and HR partnerships programs.

The Junior Organizational and Recruitment Officer will report to the Head of Service. He/she will contribute and projects in human resources management and will contribute to Organization-wide innovation and development in the area of organizational design and recruitment.

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

Under the supervision of Head, Organizational Design and Recruitment Service the Junior Professional Officer will:

1. Work towards the development and implementation of projects and new initiatives in organizational design and recruitment and related work.
2. Directly support strategic planning, development, implementation and monitoring of three key new objectives for recruitment: 1) outreach; 2) gender; 3) geographical distribution.
3. Conduct substantive research and analysis on matters related to organizational design and recruitment. Prepare recommendation reports and develop new methodology and/or procedures and/or processes and/or databases to be implemented.
4. Participate in the recently launched new recruitment management system project by elaborating and monitoring measurement indicators, preparing reports on achievement of results and testing the new system.

5. Review existing forms or prepare new forms incorporating technical specifications and substantive requirements and maintain up-to-date database of all forms.
6. Identify areas for improving business processes to maximize efficiency and simplification of procedures.
7. Contribute to the development and maintain an internal communication plan for the Organizational Design and Recruitment Service including the dissemination of latest projects or initiatives.
8. Develop creative and effective communication material in the context of projects.
9. Perform any other related duties as required.

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)*

The work will involve contacts to exchange information and share knowledge with all staff members of the Human Resources Management Department and contacts with ITU staff members at all levels to gather and provide information. The work will also involve external contacts with colleagues from other international organizations, consultants, service providers and candidates to gather information, share best practices or provide information.

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 *(Examples of technical competencies are knowledge of regulatory frameworks, ERP or project management methodologies, etc.):*

- Conceptual analytical and evaluation skills to conduct independent research and analysis.
- Ability to identify issues, formulate opinions, make conclusions and recommendations.
- Ability to develop innovative and creative communication solutions and to identify priority activities.
- Ability to adapt, show discretion and act courteously in all circumstances.
- Good knowledge of project management.
- Advanced Computer Skills.
- Good presentation skills, including production of brochures; electronic innovative communication solutions and ability to write reports.

F. Qualifications required

1. Education:

University degree in Human Resources Management, public or business administration or a related field.

2. Work experience:

At least three years of progressively responsible experience in human resources management of which at least one in human resources project 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.)

G. Training and Learning Elements:

The candidate will acquire excellent knowledge and experience of:

- understanding of ITU, its structure and its ongoing organizational design and recruitment new projects and initiatives;
- valuable professional experience in human resources especially in recruitment and organizational design;
- in-dept knowledge of the challenges of recruitment and organizational design in a multicultural environment and in an international organization;
- a comprehensive knowledge of the United-Nations principles in recruitment and classification of posts;
- an in-depth understanding of staff selection processes and especially outreach strategies and recruitment management systems.
- advanced drafting and writing skills in an international context; and,
- exposure to managers and staff members of an international organization.

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

- Training opportunities both within and outside ITU will be offered:
- On-the-job training/hands-on training
- e-learning training
- mentoring
- classroom training
- participation in meetings and conferences

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

N/A