



Title: Junior Professional Officer – Junior Operations Coordinator
Bureau/Dept/Unit: Secretary-General's Office (SGO)/Executive Office
Supervision: Vaggelis IGGLESIS / Chief of Staff
Duration: 2 years
Location: 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's Liaison Office to the United Nations in New York, United States. The United Nations in New York is home to the UN Secretary-General, UN Secretariat, UN General Assembly and UN Security Council. Standing on the eastern shore of Manhattan Island, on the banks of New York City's East River, United Nations Headquarters is both a symbol of peace and a beacon of hope. To its 18 acres come representatives of the earth's eight billion people, to discuss and decide issues of peace, justice and economic and social wellbeing. In recent years, digital technology issues are increasingly on the UN agenda.

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.

B. Organizational context:

The position is in the Executive Office of the Secretary-General and Deputy Secretary-General.

C. Duties, responsibilities and key results expected:

Under the supervision of the Chief of Staff, Executive Office, the Junior Operations Coordinator will carry out the following duties:

- Coordinate the planning and follow-up strategy in the Executive Office.
- Review and improve the existing business processes, contributing to the improvement of internal policies.
- Provide support to the executive briefing and debriefing process, by organizing, conducting, and tracking follow-ups to the SG/DSG's meetings.
- Organize and centralize information on developments with engagement of ITU members and partners.
- Maintain SharePoint lists/databases designed to track the implementation of decisions of management committees and groups, to manage and track information on follow-up actions (through SharePoint lists, MS Planner, and other tools as developed).
- Maintain databases (through CRM and other tools as developed) on engagement and relationships with ITU members and partners.
- Liaise, regularly follow-up and coordinate with relevant ITU staff to ensure action points are carried out.
- Work closely with teams across the organization, as well as the Sector Members and Member State Relations teams to carry out duties described above.
- Perform data and analysis tasks with Power BI.

D. Work relations and contact

The incumbent provides executive support to the Secretary-General and Deputy Secretary-General. Works in a diverse multicultural environment. Based in the Executive Office, the incumbent also interacts across ITU bureaus and departments. Liaises closely with the membership and member states relations divisions, and key internal support services.

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

- Excellent organizational skills.
- Passion for streamlining and optimizing business processes.
- Ability to manage projects from initiation to completion while maintaining a focus on efficiency
- Ability to work with cross-functional teams in a fast-paced environment.
- Ability to multi-task and manage multiple streams of work at the same time.
- Ability to leverage and quickly learn technical skills (related to CRM, Microsoft apps)
- Excellent oral and written communication skills.
- Ability to liaise at highest-diplomatic levels.
- Ability to work in a fast-paced environment.

F. Qualifications required

1. Education:

University degree in international relations, political science, business, or related fields 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.

2. Work experience:

At least three years of experience in the field of the post and in managing office operations, streamlining and optimizing business processes.

3. Languages:

Advanced level of English. Knowledge of another official language of the Union (Arabic, Chinese,

French, Russian, Spanish) at intermediate level. Knowledge of a third official language would be an advantage.

G. Training and Learning Elements:

The candidate will acquire excellent knowledge and experience of:

- Planning and follow-up of membership engagement and external relations.
- Coordination and follow-up of strategic initiatives.
- Project Management

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 and on-the-job training.

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

- Regular communication and meetings
- Knowledge and information exchange
- Networking support.

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

N/A