



August 2024

Title: Junior Professional Officer – **Associate HR Policy & Projects Officer**
Bureau/Dept/Unit: General Secretariat/ Human Resources Management Department
Supervision: Lyndsey Bochaton / Strategic HR Policy Advisor
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 General Secretariat directs administrative, human and financial resources and activities of the Union, including the implementation of the provisions of the administrative regulations on operational questions, the dissemination of information on telecommunication/ICT matters for operational and other purposes, and the provision of legal advice to the whole of the Union. The General Secretariat coordinates the implementation of the Strategic Plan, monitors the telecommunication/ICT environment and recommends as needed action relating to the Union's future policies and strategy. The General Secretariat ensures inter-sectoral coordination and cooperation to advance a whole of ITU approach (One-ITU) in headquarters and the field. The General Secretariat provides logistical and information technology support to the Union's activities including conferences and global forums; the coordination of the work of the Union with the United Nations system, and other international organizations; and the engagement of the Member States, Sector Members, and Academia. The General Secretariat manages corporate governance, and strategic communications and relations with the media, different stakeholder groups as well as the general public.

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:

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

Under the supervision of the Strategic HR Policy Advisor, the Junior Professional Officer will:

- Research and assist to develop HR policies and procedures on a wide spectrum of HR matters, in line with business needs and best practices;
- Participate in organizational-wide change management projects and initiatives concerning HR;
- Support the consultation process with stakeholders on policy issues (e.g., Staff Council, HR colleagues, Joint Advisory Committee, business areas and senior management), preparing position papers and presentations to clarify issues;

- Use appropriate communication tools to contribute to promoting awareness, understanding, and support for HR policies across ITU management and staff (e.g., HR manual, training sessions, all-staff messages);
- Assist with the implementation of rules, policies, and procedures; working with the HRMD and ERP team in the implementation of systems and processes to support the new/revised policies;
- Contribute to the formulation of the HR workplan, HR reports and documents for Member State meetings;
- Support and participate in committees and working groups within ITU on HR matters;
- Collect information and data to contribute to advice to HR colleagues and managers on the interpretation of the Staff Regulations and Rules, HR policies and complex HR cases.
- Keep up to date with HR policy developments and innovative practices; conduct data analysis and assisting to implement solutions to address business critical gaps, to ensure consistency with the Organization's priorities, and to improve the efficiency of HR processes.

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)*

Weekly collaboration with colleagues in other HR services to obtain information and participate in meetings on policy matters.

Regular meetings and exchanges with colleagues in other organizational units, particularly in the Legal Affairs Unit, the Financial Resources Management Department and HR focal points from the Departments/Bureaux.

Occasional collaboration and meetings with the Staff Council, staff and managers on HR-related policy issues.

Regular exchanges and interaction with colleagues in other UN common system organizations on HR policy issues.

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.):*

- Knowledge in HR practices in an international setting would be an advantage.
- Experience in conducting research, contributing to the preparation of reports or papers is desirable.
- Experience in undertaking legal analysis would be an advantage.

F. Qualifications required

1. Education:

University degree preferably in, Human Resource Management, Law, Organizational Development, Organization Psychology, Public or Business Administration, International Relations, or a related field.

2. Work experience:

At least three years of progressively responsible experience in the field human resources management, policy development or in conducting legal analysis.

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:

- Research, analysis and drafting of HR policies and procedures
- Knowledge of how HR initiatives can contribute to staff engagement, well-being and work-life balance
- Knowledge of Human Resources policy development process within an international organization, in a diverse and multi-cultural environment (identifying needs, conducting research, consultation, approval and implementation process.
- Experience of contributing to and implementing projects.
- Experience of designing communication strategies on staff matters within an international context.
- Knowledge of the UN system of salaries, compensation and benefits.

- Knowledge of HR best practices and initiatives and how to implement them in an international organization.
- Experience of interpreting and applying Staff Regulations and Rules and HR policies.
- Learning will be structured and will take place through participation in the in ITU meetings and/or workshops, 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:

- Participating in all stages of the policy development process
- Interaction with colleagues in HR and other organizational units at all levels in discussions, meetings, working groups etc.
- Participating in inter-agency exchanges and discussions