Geneva, 30 October 2024

E-mail: HRerecruit@itu.int

To the Director-General

Circular letter No. 24/58

Subject: **VACANCY NOTICE No. 1782P-2024/SG-SPM/EXTERNAL/P3 "Coordination Officer (Documents Process & Registration)"**

Dear Madam, Dear Sir,

The post described in the Annex is to be filled at ITU Headquarters.

The relevant job description with the qualifications required, as well as all other useful information, is annexed hereto.

Administrations are requested to circulate vacancy notices to all potential sources of recruitment including universities, institutes, associations of engineers and the private sector as the case may be.

I would be grateful if Administrations would invite qualified candidates and especially women candidates to apply for the above position not later than <u>06/01/2025</u> on ITU career website:

Coordination Officer (Documents Process & Registration) (itu.int)

The Plenipotentiary Conference adopted the Resolution 48 (Rev. Dubai 2018), affirming that: "...when filling vacant posts by international recruitment, in choosing between candidates who meet the qualification requirements for a post, preference shall be given to candidates from regions of the world which are under-represented in the staffing of the Union, taking into account the balance between female and male staff mandated by the United Nations common system;".

Yours faithfully,

Doreen Bogdan-Martin

Secretary-General

Annexes: **VACANCY NOTICE No. 1782P-2024/SG-SPM/EXTERNAL/P3 "Coordination Officer (Documents Process & Registration)"**

Job Title: Coordination Officer (Documents Process and Registration)

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.

Coordination Officer (Documents Process and Registration)

Vacancy notice no: 1782
Sector: SG
Department: SPM
Country of contract: Switzerland
Duty station: Geneva

Position number: PM03/P3/847
Grade: P3
Type of contract: Fixed-term
Duration of contract: 2 years with possibility of renewal
Recruitment open to: External
Application deadline (Midnight Geneva Time): 6 January 2025

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 Strategic Planning and Membership Department (SPM) advises the Secretary-General on strategic challenges and their implications for the Union in the fast evolving telecommunications/ICT environment; develops forward-looking strategic proposals to the ITU management team with a view to ensuring that the organization meets the objectives assigned by the membership; plans and coordinates the corporative and strategic activities with a view to ensuring their accordance with membership objectives; organizes and provides secretariat services to the Plenipotentiary Conference, Council, and other meetings in the general secretariat in order to achieve a high level of involvement from Member States and Sector Members, develops and maintains sound relations with Member States, Sector Members and other entities, the UN and other international organizations. The Department is also responsible for providing expert advice on communication and promotion strategies and for developing and implementing the Union's corporate communication plan in cooperation with the three Sectors with a view to promoting ITU leadership in the field of telecommunications and ICT.

ORGANIZATIONAL CONTEXT

In the Strategic Planning and Membership Department, under the supervision of the Head, Member State Relations and Governance (MSRG) Division, the incumbent will manage documents control and registration for the Plenipotentiary Conference (PP), the Council and its Groups, the World Telecommunication Policy Forum (WTPF).

DUTIES AND RESPONSIBILITIES

- Supervise and manage the documents control and registration activities and staff; organize and plan the workload with a view to the eventual recruitment of extra staff in particular during conferences.
- Establish the timetable for preparation of documents taking into account the need to respect the legal deadlines; manage the document plans for the Council, PP, the Council Working Group and WTPF; coordinate the internal approval and eventual modification of documents, using online tools and processes.
- Proofread and edit secretariat documents; analyse and edit the content of contributions from Member States received for conferences and meetings; identify and determine the issues which require immediate attention of the Head of Division or the secretaries of conferences, committees and groups.
- Manage the document tracking process (plenary session documents, substantive committee documents, working group documents, white, pink, blue documents etc.) during conferences; participate and report to the Council Steering Committee and Conference Coordination meetings; coordinate the preparation and publication of official texts of Plenipotentiary Conference and Council.
- Develop training material and deliver training to staff involved in conferences and meetings on working methods and specific tools used in the field of document processes and control; develop and deliver training to delegate on preparing Contributions and using the Conference proposal interface.
- Manage the accreditation and registration of participants for PP, the Council, the Council Working Group, WTPF; train ITU staff and local staff as necessary.
- Act as focal point for MSRG for website projects, document management tool projects (GDOC), CRM improvement; manage website improvement in particular the part related to event documents and registration with the view to improve user experience.
- Prepare secretariat documents related to Governing Bodies activities.
- Ensure that all statistical information concerning the events are duly recorded; organize debriefings with a view to proposing new approaches to improve the overall efficiency of the services offered and prepares written reports following the events highlighting problems encountered, solutions found, and lessons learned; participate in the Conference and Council Preparatory meetings; liaise with host Country Focal points as necessary.
- Identify and analyse opportunities for operational improvements with regard to document format and document control management and registration for conference management: work with other UN governing bodies secretariats, analyse trends, identify best practices and recommend innovations to improve the efficiency and effectiveness of service delivery; ensure effective work processes, including full use of electronic tools and AI technology and conference management-related systems; lead, participate in the development, implementation and evaluation of assigned events-related inter-sectoral projects.
- Perform other related duties as assigned.

CORE COMPETENCIES

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

FUNCTIONAL COMPETENCIES

Analysis, Judgement and Decision Making
Client and Service Orientation
Innovation and Facilitating Change
Networking and Building Partnerships
Planning and Organising
Successful Management

TECHNICAL COMPETENCIES

- Proficiency knowledge with CRM tools.
- Ability to use document processing tools.

- Computer literacy and ability to effectively use office technology equipment.

QUALIFICATIONS REQUIRED

Education:
Advanced university degree in public relations, political science, business administration or international policy
a related field 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. For internal candidates, a first university degree in one of the fields above in combination with seven years of qualifying experience may be accepted in lieu of an advanced university degree for promotion or rotation purposes.

Experience:
At least five years of progressively responsible experience in managing and modernizing document processes/publication processes, including at least two at the international level. A Doctorate in a related field can be considered as a substitute for two years of working experience. Experience in project planning and project management is required.

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).

BENEFITS AND ENTITLEMENTS

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 $ 64,121 + post adjustment $ 61,107

Other allowances and benefits subject to specific terms of appointment, please refer to:
https://jobs.itu.int/content/What-we-offer/?locale=en_US

INFORMATION ON RECRUITMENT PROCESS

Please note that all candidates must complete an on-line application and provide complete and accurate information. To apply, please visit the ITU Careers website. The evaluation of candidates is based on the criteria in the vacancy notice, and may include tests and/or assessments, as well as a competency-based interview. ITU uses communication technologies such as video or teleconference, e-mail correspondence, etc. for the assessment and evaluation of candidates. Please note that only selected candidates will be further contacted and candidates in the final selection step will be subject to reference checks based on the information provided. Messages originating from a non ITU e-mail account - @itu.int - should be disregarded. ITU does not charge a fee at any stage of the recruitment process.

ITU applies a zero-tolerance policy against all forms of harassment. ITU is committed to diversity and inclusion within its workforce, and encourages all candidates, irrespective of gender, nationality, religious and ethnic backgrounds, including persons with disabilities, to apply to become a part of the organization. Achieving gender balance is a high priority for ITU.