



General Secretariat (GS)

Geneva, 4 December 2025

E-mail: HRerecruit@itu.int

To the Director-General

Circular letter No. 25/57

Subject: **VACANCY NOTICE No.2224P-2025/SG-A&F/EXTERNAL/P3 "Head Travel Section"**

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 04/02/2026 on ITU career website:

Head Travel Section

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. 2224P-2025/SG-A&F/EXTERNAL/P3 "Head Travel Section"**

Job Title: Head Travel Section

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. ITU also organizes global Telecom events bringing together the most influential representatives of government and the private sector to exchange ideas and knowledge for the benefit of all.

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.

Head Travel Section

Vacancy notice no: 2224

Sector: SG

Department: A&F

Country of contract: Switzerland

Duty station: Geneva

Position number: FI12/P3/261

Grade: P3

Type of contract: Fixed-term

Duration of contract: 1 year with possibility of renewal

Recruitment open to: External

Application deadline (Midnight Geneva Time): 4 February 2026

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, Administration and Finance advises the Secretary General on human and financial resources management, and procurement. It manages ITU's resources ensuring consistency with ITU strategies, policies, regulations and rules as well as UN Common System policies. 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. Administration and Finance also ensures sound and balanced financial management of the Union; provides support and strategic advice on financial and budgetary matters, with a goal to strengthen ITU's financial system.

DUTIES AND RESPONSIBILITIES

Under the direct supervision of the Chief, Financial Resources Management Department, the incumbent provides the following services to Union and external staff members:

- Negotiates preferential fares with various airline companies and supervises air travel and hotel room reservations.
- Defines the requirements for the preparation of invitations to tender related to ITU's use of travel agencies or other travel service providers.
- In collaboration with other operational units and departments as required, identifies need, develops and implements new procedures, working methods and systems, aimed at ensuring an effective travel services while generating savings for the Union.
- Plans and coordinates official travel arrangements for large groups of staff members attending conferences or other events held outside Geneva. Ensures that any required official documents (e.g. visas, health formalities, or laissez-passers) are in order.
- Provides advice and information to the Union staff members, prepares service orders as required and drafts information circulars to clarify and facilitate the application of travel regulations. Verifies compliance with security measures related to the safety of travelling staff members, as prescribed by the United Nations Security Coordinator and the various UNDP field offices.
- Oversees the coordination of staff members' official travel arrangements to ensure efficient and effective planning and processing of travel claims, in accordance with all applicable regulations. Oversees the establishment of inventories for moving-insurance purposes.
- Checks and verifies itineraries proposed by travel agencies in accordance with the Staff Rules and oversees ticket orders. Authorizes expenditures related to invoices submitted by the travel agency addressed to the Finance Department.
- Ensures the proper processing of requirements for new staff members (visas, laissez-passers) and for the repatriation of staff members separating from the ITU, including providing information on regulations, rights and obligations. Coordinates with and communicates as needed with various involved organizations, including moving companies and national authorities.
- Performs 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

TECHNICAL COMPETENCIES

- Working knowledge of airline reservation systems (such as Amadeus or Galileo).
- Proficiency in the use of office automation tools (Word for Windows, Excel, SAP Travel Management database software etc.).
- Ability to establish and maintain good working relations at all levels with staff members from different countries and cultures.
- Service-oriented mindset, initiative, problem-solving skills, ability to improve working conditions, and excellent organizing abilities.
- Ability to work effectively as part of a team and under pressure.

QUALIFICATIONS REQUIRED

Education:

Advanced university degree in travel management or 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 the field of the post, 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.

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 \$ 70,212 + post adjustment \$ 57,153

Other allowances and benefits subject to specific terms of appointment, please refer to:

https://jobs.itu.int/content/What-we-offer/?locale=en_U

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 [career](#) 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.