General Secretariat (GS)

Geneva, 27 October 2026

E-mail: HRerecruit@itu.int

To the Director-General

Circular letter No. 26/47

Subject: **VACANCY NOTICE No. 2447P-2026/SG-HRMD/EXTERNAL/P5 "Head, Organizational Design, Workforce Planning and Talent Acquisition Division"**

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 04/01/2027 on ITU career website:

Head, Organizational Design, Workforce Planning and Talent Acquisition Division

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. 2447P-2026/SG-HRMD/EXTERNAL/P5 "Head, Organizational Design, Workforce Planning and Talent Acquisition Division"**

Job Title: Head, Organizational Design, Workforce Planning and Talent Acquisition Division

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 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, Organizational Design, Workforce Planning & Talent Acquisition Division

Vacancy notice no: 2447
Sector: SG
Department: HRMD
Country of contract: Switzerland
Duty station: Geneva

Position number: HR11/P5/174
Grade: P5
Type of contract: Fixed-term
Duration of contract: 2 years with possibility of renewal
Recruitment open to: External
Application deadline (Midnight Geneva Time): 04 January 2027

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.

ORGANIZATIONAL CONTEXT

Under the supervision of the Chief, Human Resources Management Department (HRMD), the Head of Organizational Design, Workforce Planning & Talent Acquisition Division serves as leader for the team and provides cutting edge and authoritative expertise for all assigned responsibilities.

The Head plays a pivotal role in shaping ITU's talent landscape and organizational capability in attracting, engaging and retaining high-caliber staff. She/he utilize his/her leadership skills to drive change, improve processes, provide analytics, and develop strategic orientation for organizational design, recruitment, strategic workforce planning and partnership programs. The Head manages the activities of the Service and outputs within prescribed time, cost and quality standards and foster a collaborative spirit and cooperation to achieve results.

The Head of the Service operates in compliance with organizational regulations and rules and takes responsibilities towards the successful achievement of the delegated assignment and is accountable for, equitable and transparent management of organizational design, job evaluation, recruitment, outreach activities, workforce planning and ITU's Partnership Program.

The incumbent analyses, interprets and applies HR policies, rules and regulations, develops and implements strategies, establishes internal procedures, leads project and provides expert advice and solutions to a wide spectrum of complex HR issues. The Head promotes a collaborative, client-oriented approach and contributes to the maintenance of high staff morale.

DUTIES AND RESPONSIBILITIES

- Lead and provide strategic guidance to the team of the Service to ensure the successful implementation and monitoring of services, activities, programmes and projects objectives as well as the effective management of the resources of the Service; plan and control the Service's work, determining priorities and allocating resources for the timely and quality delivery of outputs; manage staff, prepare and implement work plans, evaluate, monitor and follow up on individual and team operational performance levels.

- Lead the substantive development and strategic execution of organizational design and job classification activities:
    - Lead an organizational design service that reflects and supports emerging organizational function and structures.
    - Lead and oversee the job classification function for ITU, ensuring the consistent application of grade level standards across the Organization.
    - Drive the identification of strategic issues/opportunities to strengthen the application of job classification standards across the Organization and propose improvements to existing processes in alignment with ITU's strategy and operational requirements.
    - Provide services and expert advice in organizational design and job classification, classify all job descriptions and oversight on implementation of the job classification system in ITU; provide management, HR practitioners and staff with the interpretation of job evaluation related policies and practices, as well as in the resolution of related issues.
    - Advocate and build awareness within ITU of the strategic importance of sound organizational design and classification of post management to the Organization's success.
    - Support the delivery of ITU's strategic goals through effective organizational design and job evaluation; sustainability of jobs to respond flexibly to changing external factors.
    - Assume overall responsibility for the continuous mainstreaming of organizational design through integration of workforce planning within the organizational planning cycle.

- Lead the substantive development and growth of recruitment and outreach activities fostering a culture of continuous improvement:
    - Lead development of global talent acquisition strategy to renew talent and acquire new skills and capabilities through multiple channels as well as plans, processes, policies and systems in line with the strategy and operating plans across the Organization.
    - Expand relevant talent pools through identifying sources of global required talent, including new sources of diverse talent, and develop relationships with key universities, institutions and communities as appropriate.
    - Ensure the delivery of fair and effective assessment and selection steps that take account of gender, cultural differences and norms, and geographical distribution and diversity and fair access of opportunities for all.
    - Design, implement and maintain recruitment systems, tools, guidelines and processes in line with ITU recruitment resolutions, Staff Rules and Regulations and policies to ensure ITU identifies, attracts and selects quality candidates.
    - Lead the substantive development and strategic execution of the ITU Partnership Programs (JPO, FIT, Internship, Loan/Secondment, YPP).

    - Participate actively in selection processes (preselection panels, interview panels and Appointment and Promotion Board meetings).
    - Ensure the continuing development, review and implementation of efficient and client-oriented recruitment processes to meet evolving business needs; collaborate with managers on future resourcing needs and ensure recruitment planning is embedded in workforce plans; identify potential sources of employment and develop and implement recruitment outreach strategies.
    - Stay updated on the latest trends and best practices in talent acquisition; provide comprehensive training, coaching, and guidance to the recruitment team on emerging recruitment practices, tools, and innovations; extend training on recruitment and selection to staff members.

- Lead the substantive development and strategic execution of strategic workforce planning:
    - Lead in the formulation of business requirements and implementation of a Workforce Planning tool.
    - Strengthen and continuously improve the impact of strategic workforce planning through process simplification, enhancements in technology and further linking with other HR processes and talent initiatives.
    - Apply strategic workforce planning principles to analyse past and current trends and changes in patterns related to the Organization’s workforce to support the development of strategies to align jobs to needs, the mitigation of gaps and overlaps.
    - Lead the development of strategies related to global workforce planning and organizational design.

- Provide front-end expert advice, analysis and managerial direction to senior management on all activities of the Service and related change management elements, including importance of adequate planning; clear transformation plans; review and draft documents and position papers for submission by the Chief of HRMD to the Secretary-General, Coordination Committee members, internal and external auditors, Staff Council, etc. on important human resource management issues with organization-wide implications and engage one on one to influence decision in line with policy directives.

- Ensure facilitation of knowledge building and knowledge sharing focusing on achievement of the following results:
    - Build partnerships and maintain a network of contacts; collaborate with the knowledge and practice sharing community of organizational design, classification of posts and recruitment in the United Nations Common System to keep abreast of trends and new initiatives; synthesize lessons learned and

best practices; and make sound contributions to knowledge networks and communities of practice.
- Contribute to One UN objectives by representing ITU to the CEB Recruitment and Outreach Working Group and sub working groups mandated to collect information on what different UN entities are practicing in the areas of recruitment and outreach with an aim to discuss and identify practices, tools, systems which could be adopted across the UN System and result in economies of scale, standardization, and harmonization.
- Represent the Organization at inter-agency and other meetings, with delegation of authority to commit the ITU on HR initiatives within the designated area of functional responsibility.

- 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
Leadership
Networking and Building Partnerships
Planning and Organising
Successful Management

TECHNICAL COMPETENCIES

- Knowledge of theories, related methods, techniques, standards and operational in HR management specialized in recruitment and outreach, organizational design, job classification, partnerships and workforce planning.
- Proven ability to develop and implement HR strategies, policies, procedures, and tools to meet the needs of the Organization.
- Demonstrated ability to advise management on HR policies, strategies, and priorities and to formulate procedures and plans.
- Excellent conceptual and analytical skills.
- Ability to build client and partner relationships and to establish and maintain effective working relationships with staff members at all levels in an international environment.
- Excellent interpersonal skills and ability to establish and maintain effective partnerships and working relations in a multi-cultural, multi-ethnic environment with sensibility and respect for diversity.
- Proven ability to motivate and lead a team effectively and resolve conflicts; demonstrated ability to formulate and implement staff development plans.
- Proven ability to identify issues, analyze and formulate opinions, make conclusions and recommendations on complex human resources policy and development issues.
- Ability to build strong client and partner relationships and to establish and maintain effective working relationships with staff members at all levels in an international environment.
- Strategic thinking, influencing and diplomacy skills.
- Knowledge of an Enterprise Resource Planning (ERP) and its use to support the delivery of effective HR services.
- Knowledge of SAP OM module as well as SuccessFactors or Inspira is desirable.

QUALIFICATIONS REQUIRED

Education:

Advanced university degree in in human resources management, public administration, social sciences, business 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 fifteen years of qualifying experience may be accepted in lieu of an advanced university degree for promotion or rotation purposes.

Certification in job classification is desirable.

Experience:

At least ten years of progressively responsible and relevant experience in human resources management, including at least five at the international level, preferably in a UN Common System Organization. A Doctorate in a related field can be considered as a substitute for three years of working experience.

Proven experience as a specialist in recruitment, organizational design and job classification using the ICSC classification standards.

Proven experience to lead a team.

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 **$ 103,165** + post adjustment **$ 86,349**

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

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.