



General Secretariat (GS)

Geneva, 4 February 2025

E-mail: HRerecruit@itu.int

To the Director-General

Circular letter No. 25/06

Subject: **VACANCY NOTICE No. 1916P-2025/BR-IAP/EXTERNAL/P5 "Head, Business Operations and Planning 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 03/04/2025 on ITU career website:

Head, Business Operations and Planning Division (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. 1916P-2025/BR-IAP/EXTERNAL/P5 "Head, Business Operations and Planning Division"**

Job Title: Head, Business Operations and Planning 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.

Head, Business Operations and Planning Division

Vacancy notice no: 1916

Sector: BR

Department: IAP

Country of contract: Switzerland

Duty station: Geneva

Position number: R21/P5/554

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): 3 April 2025

ORGANIZATIONAL UNIT

The Radiocommunication Bureau (BR) is responsible for the application of the Radio Regulations and for technical and administrative support of ITU World and Regional Radiocommunication Conferences, Radiocommunication Assemblies and Study Groups. The Bureau also carries out the international regulatory processes for registration of frequency assignments and satellite orbits and assists administrations in their coordination and implementation of frequency spectrum and orbit requirements as well as in resolving cases of harmful interference. It provides the specialised technical secretariat for the work of the Radiocommunication Study Groups and the Radiocommunication Assembly in the development of recommendations for spectrum utilisation and radio system characteristics. The BR is organised into four Departments: Space Services Department, Terrestrial Services Department, Informatics, Administration and Publications Department and the Study Groups Department.

The Informatics, Administration and Publications Department (IAP) comprises of three Divisions: Space Applications Software (SAS), Terrestrial Applications Software (TAS) and Business Operations and Planning Division (BOP). The Department is responsible for the development and maintenance of software and related tools used by the BR as well as software adapted for national frequency management units, providing the necessary user support for the areas concerned. It carries out studies related to policies for the technologies to be used for the information and computational systems within the BR and with administrations in the fields of management of the radio frequency spectrum and the various satellite orbits. The Department is responsible for managing all aspects of the BR's operations, including the development of BR operational plans, organizational support of ITU-R conferences and meetings, BR project management processes and procedures, BR text editing and publications, as well as promotion and membership. The Department is also responsible for human resources management and planning for the BR.

ORGANIZATIONAL CONTEXT

Under the supervision of the Deputy to the Director and Chief, IAP Department, the Head, Business Operations and Planning Division (BOP) is responsible for managing and improving all aspects of BR's internal business

operations, organizational support to ITU-R conferences and meetings, BR's executive messaging and communication, project management processes and procedures.

The incumbent ensures cross-sectorial collaboration, leads strategic planning operations and setting of management targets and advises the senior management on course correction, cost-effectiveness, and creative response to emerging complex challenges.

The functions of the Head, Business Operations and Division cover a broad range of issues ranging from BR's executive messaging and communication, general administration, human resources management, publications, strategic communications, promotion, membership, RRB secretariat, registry, and projects.

The incumbent serves as a leader for the team and provides authoritative expertise for all assigned responsibilities to deliver Division outputs within the prescribed time, cost, and quality standards and foster collaborative spirit and cooperation to achieve results.

DUTIES AND RESPONSIBILITIES

- Oversees the development of the BR's executive messaging and communication. Oversees the development of speeches, presentations, and interviews in the areas of activities of the radiocommunications sector. Based on ITU-R studies and publications, develops reports and briefings on specific and/or emerging radiocommunication services and technologies.
- Manages and improves organizational support for ITU-R conferences and meetings. Acts as administrative secretary of Radiocommunication conferences and meetings and, in this capacity, leads the organizational support to ITU-R conferences and meetings; plans and oversees the organization of such conferences and meetings.
- Oversees ITU-R's technical publications such as the Radio Regulations, the Maritime Manuals, Recommendations, Reports and Handbooks.
- Manages and improves all aspects of BR's internal business operations, including finance and human resources. Ensures that all operations and systems operate smoothly and comply with quality standards; maximizes the efficiency of all operational business procedures; monitors business operations and addresses potential issues when they arise.
- Oversees BR's project management processes and procedures; project monitoring and evaluation of activities; manages partnerships and advocacy efforts; takes necessary steps to ensure project documents are completed and submitted to relevant parties for approval; briefs and consults with senior management on project progress and provides information and advice as required to contribute to the expectations in terms of quality, budget, delivery timelines, and strategy.
- Leads the development and implementation of a comprehensive modern communications strategy to raise awareness of ITU-R's activities, and increase ITU-R member's engagement and commitment.
- Leads the development of a comprehensive strategy to attract and retain ITU-R members, considering ITU membership and sponsorship policies and procedures. Leads the implementation of the strategy to increase ITU-R membership numbers and income for the Union, as well as to strengthen member participation in study groups and other activities.
- Oversees efficient provision of client-oriented transactional services and builds processes based on BR's operational plan and goals; identifies areas of improvement by applying best practices/lessons learned. Develops processes that meet BR's operational plan and ensures compliance; takes into account the needs of external and internal stakeholders and incorporates them into the operational plan.
- Leads and coordinates cross-sectorial collaboration; coordinates BR's liaison in the development of ITU Strategic Plan; four-year rolling Operational Plan; ITU's Digital Transformation, BR's participation in events of other ITU Sectors. Builds partnerships with key internal and external stakeholders, and coordinates the liaison with other Sectors on subjects of mutual interest.
- Leads the team of the Division and provides authoritative expertise for all assigned responsibilities.
- 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
Leadership
Networking and Building Partnerships
Planning and Organising
Successful Management

TECHNICAL COMPETENCIES

- Excellent knowledge of the ITU's work.
- Extensive knowledge on the radiocommunications field with specific emphasis on spectrum management and the Radio Regulations.
- Excellent writing skills required to prepare a variety of documents, reports and briefings.
- Highly developed communication and interpersonal skills.
- Strong knowledge of project development and management.
- Strong knowledge of operations management.
- Strong knowledge of result-based management, risk management, KPIs and dashboard reporting.
- Demonstrated team building and collaboration skills to work horizontally across the sector and the Union.
- Excellent computer skills and ability to use information technology as a tool and resource.

QUALIFICATIONS REQUIRED

Education:

Advanced university degree in telecommunications, radiocommunications, engineering, communications 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.

Experience:

At least ten years of progressively responsible experience in the fields of activity of this post, including at least five at the international level. A Doctorate in a related field can be considered as a substitute for three years of working experience.

Proven experience in national and regional regulation and policy making.

Experience in participating in ITU radiocommunication conferences and regional conferences focusing on Radio Regulation matters.

Experience in business operations planning, managing staff, financial resources and projects and establishing inter-relationships with internal and external stakeholders.

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 \$ 101,540 + post adjustment \$ 68,641

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.