

DIRECTOR, DIVISION FOR DIGITAL INCLUSION AND POLICIES AND DIGITAL TRANSFORMATION

Post Number : CI 335

Grade : D-1

Parent Sector : Communication and Information Sector (CI)

Duty Station: Paris

Job Family: Communication and Information

Type of contract : Fixed Term

Duration of contract : 2 years, renewable

Recruitment open to : Internal and external candidates

Application Deadline (Midnight Paris Time) : 15-MAY-2024

UNESCO Core Values: Commitment to the Organization, Integrity, Respect for Diversity, Professionalism

OVERVIEW OF THE FUNCTIONS OF THE POST

In just two decades, the digital transformation has had a profound impact on societies around the world, from the earliest development of the Internet to the advent of massive social networks, blockchain and the new and current wave of artificial intelligence-based platforms. While these technologies provide unique opportunities to accelerate the achievement of the Sustainable Development Goals through innovation (SDG 9), they also raise new challenges to which humanity must respond in a human-rights based, ethical, accountable, inclusive and sustainable manner.

UNESCO is one of the key international organizations leading the UN's response to these challenges, with a global mandate focused in particular on content issues, human rights, inclusion and skills development in the digital space, as well as connecting to UNESCO's other areas of competence, including education, culture and the sciences. The incumbent, under the direct supervision of the Assistant Director-General for Communication and Information (ADG/CI), is therefore critically placed to make a major contribution to these global response efforts in a fast-moving and technically complex domain, including by providing overall strategic vision, intellectual and operational leadership and resource mobilization.

The incumbent leads the Division for Digital Inclusion and Policies and Digital Transformation within the UNESCO Communication and Information Sector. (The role of this vacant position does not include responsibility for UNESCO's wider external communications, which is managed by the Division for Communications and Public Engagement.)

Through this, the incumbent is in charge of global programmes on universal access to information and digital inclusion, including multilingualism and indigenous languages, on digital policies and digital transformation, and of the Secretariat of the Memory of the World programme, promoting identification, preservation and accessibility of documentary heritage. The incumbent also serves as Secretary of the intergovernmental Information for All Programme (IFAP).

The incumbent does this in line with the Organization's Medium-Term Strategy, Programme and Budget, and international development agenda, including the 2030 Agenda for Sustainable Development. As a key member of the Senior Management Team of the Sector, the incumbent advises ADG/CI on strategic, technical, operational, human resources and budgetary issues.

The incumbent exercises immediate supervision of the two Section Chiefs and one Unit Head and

coordinates with the UNESCO Field Offices. The incumbent provides operational leadership to the Sections and Unit in the Division as well as the overall management of human and financial resources, planning and coordination of programmes and plans of action for the Division, including the mobilization of extrabudgetary resources and the establishment of partnerships, in line with the needs of the Regular Programme.

In particular, the incumbent will:

- Provide intellectual, strategic and operational leadership for the Division, including the IFAP, in the pursuit of its main goals.
- Be accountable for the management of, and technical leadership to, the Division's activities.
- Ensure coordination and liaison with the other Division of the Sector, i.e. the Division for Freedom of Expression, Media Development and Media & Information Literacy, to promote cross-sectoral engagement, strategies and frameworks, by applying agile methods.
- Execute leadership and overall management by:
 - Overseeing the development and implementation of the Division's programme strategy, goals and objectives, including a result-based approach, in translating the approved mandate of the Division into an effective programme delivery plan to ensure efficiency and effectiveness in operations by:
 - Providing support to capacity-building and policy development of Members States in the field of digital transformation and artificial intelligence, including addressing the gender issue in the field of digital inclusion and policy and digital transformation.
 - Developing programmes on access to information and promotion of open and free solutions.
 - Coordinating programmes on multilingualism and linguistic diversity, including indigenous languages; including to assure follow-up to the 2003 Recommendation concerning the Promotion and Use of Multilingualism and Universal Access to Cyberspace in close cooperation with Member States.
 - Managing the Memory of the World Programme and promoting identification, preservation and accessibility of documentary heritage, in line with the 2015 Recommendation concerning the Preservation of, and Access to, Documentary Heritage, including Digital Form.
 - Overseeing contributions to the relevant documents of the General Conference and the Executive Board, such as the Medium-Term Strategy (C/4) and the Programme and Budget (C/5).
 - Advising the ADG/CI on the follow-up to conferences and on all matters within the mandate and responsibilities of the Division.
 - Reporting on the activities of the Division and providing briefings and information as may be requested.
 - Participating in the analysis and evaluation of the activities of the Division.
 - Ensure resource mobilization, outreach and partnership development by:
 - Building alliances and strategic partnerships and overseeing resource mobilization by:
 - Ensuring primary responsibility for the Development of the Division's partnership strategy, with the Sector's wider approach, and interface with BSP in establishing and maintaining a high-level network of interlocutors, including governments, UN entities, companies, civil society, regional bodies, NGOs, opinion leaders, foundations and high net worth individuals.

- Identifying and creating opportunities for resource mobilization and actively raising extrabudgetary funds to ensure maximum impact for the Division in line with its Medium-Term Strategy (C/4) and Programme and Budget (C/5).
 - Identifying, proposing and creating partnerships to enhance the Sections'/Unit's work to achieve results and impact, giving guidance to CI field office colleagues.
 - Overseeing the preparation of sound proposals for fundraising, targeting a variety of potential donors.
 - Cultivating the international reputation and impact of the Division through a strong communication and outreach strategy.
- Manage the Staff of the Division by:
 - Leading, managing and coordinating the activities, budget and staff of the Division in order to achieve the relevant expected results laid down in the Programme and Budget by:
 - Distributing budget and tasks within the Division.
 - Establishing internal guidelines and procedures.
 - Monitoring and evaluating the performance of the Division's staff.
 - Ensuring the continuous training and development of staff.
- Act as Secretary of the IFAP by:
 - Assisting the intergovernmental structure (Council/Bureau) in the completion of its tasks through networking, ensuring information flow and organizing statutory meetings.
 - Driving the outreach of the Programme through fostering contacts and joint projects with representatives of Member States, UNESCO's intergovernmental bodies, civil society and the private sector.
 - Coordinating the implementation of the decisions of the Bureau and the Council.
- Assume other duties upon request by:
 - Representing UNESCO in high-level internal and external meetings and conferences.
 - Replacing the ADG/CI occasionally.
 - Participating in senior management mechanisms established within the Communication and Information Sector and other structures of UNESCO.

COMPETENCIES (Core / Managerial)

Communication (C)

Accountability (C)

Innovation (C)

Knowledge sharing and continuous improvement (C)

Planning and organizing (C)

Results focus (C)

Teamwork (C)

Professionalism (C)

Driving and managing change (M)

Building partnerships (M)

Leading and empowering others (M)

Managing performance (M)

Strategic thinking (M)

Making quality decisions (M)

For detailed information, please consult the [UNESCO Competency Framework](#).

REQUIRED QUALIFICATIONS

Education

- Advanced university degree (Master's or equivalent) in communication and information, political sciences, international relations, or related areas.

Work Experience

- A minimum of 15 years of relevant and progressively responsible professional experience in the fields of digital issues and/or digital transformation and digital policies or related fields, with a significant part of this period at an appropriate managerial level.
- Experience working on themes covered by the Communication and Information Sector, including digital policies and digital transformation, universal access to information and digital inclusion, and documentary heritage.
- Relevant work experience with the United Nations, bilateral, international donors/agencies, non-governmental organizations, private sector companies and/or foundations.

Skills/Competencies

- Knowledge of, and commitment to, the Organization's mandate, vision, strategic direction and priorities.
- A demonstrated knowledge of the current global information landscape and a clear vision of the response needed to the changes in it and the role for UNESCO within this.
- Good knowledge of UNESCO's programmes covered by the Communication and Information Sector, and in particular, digital policies and digital transformation, universal access to information and digital inclusion, and documentary heritage.
- Analytical and organizational skills, including in establishing and implementing plans and priorities.
- Demonstrated strategic planning and programme/project management abilities, including ability to identify key strategic issues, objectives, opportunities and risks; administer and manage significant financial and human resources; and exercise sound judgement and decision-making skills.
- Proven ability to build collaborative partnerships and networks with diverse groups of organizations, including intergovernmental, public, civil society, private sector and high net worth individuals, particularly in the context of resource mobilization.
- Capacity to provide leadership to guide and motivate staff, demonstrating a high sense of objectivity and professional integrity, as well as ability to build trust and to manage, lead and motivate a large and diverse body of staff in a multicultural environment with sensitivity and respect for diversity.
- Ability to communicate effectively and persuasively, both orally and in writing, in front of a broad range of constituents with strong representational abilities.
- Ability to engage in networking and to lead complex negotiations with diplomacy, tact and a sense of political astuteness.

Languages

- Excellent knowledge of English or French and working knowledge of the other language.

DESIRABLE QUALIFICATIONS

Work Experience

- Relevant and progressively responsible professional experience at the international level, including a proven ability in planning and managing international projects or programmes.

Skills/Competencies

- Good knowledge of the United Nations system.

Languages

- Knowledge of other official languages of UNESCO (Arabic, Chinese, Russian and/or Spanish).

BENEFITS AND ENTITLEMENTS

UNESCO's salaries consist of a basic salary and other benefits which may include if applicable: 30 days annual leave, family allowance, medical insurance, pension plan etc.

The approximate annual starting salary for this post is US \$ 164 441.

For full information on benefits and entitlements, please consult our [Guide to Staff Benefits](#).

SELECTION AND RECRUITMENT PROCESS

Please note that all candidates must complete an on-line application and provide complete and accurate information. To apply, please visit the [UNESCO careers website](#). No modifications can be made to the application submitted.

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.

UNESCO 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.

UNESCO recalls that paramount consideration in the appointment of staff members shall be the necessity of securing the highest standards of efficiency, technical competence and integrity. UNESCO applies a zero-tolerance policy against all forms of harassment. UNESCO is committed to achieving and sustaining equitable and diverse geographical distribution, as well as gender parity among its staff members in all categories and at all grades. Furthermore, UNESCO is committed to achieving workforce diversity in terms of gender, nationality and culture. Candidates from non- and under-represented Member States ([last update here](#)) are particularly welcome and strongly encouraged to apply. Individuals from minority groups and indigenous groups and persons with disabilities are equally encouraged to apply. All applications will be treated with the highest level of confidentiality. Worldwide mobility is required for staff members appointed to international posts.

UNESCO does not charge a fee at any stage of the recruitment process.

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