

18 March 2024

Ref.: CL/4464

Subject: **Director (D-1)**
Division for Digital Inclusion and Policies and Digital Transformation
Communication and Information Sector
Paris, France
CI 335

Sir/Madam,

I have the honour to inform you that the vacancy notice for the post of Director, Division for Digital Inclusion and Policies and Digital Transformation in the Communication and Information Sector has been published.

Please find enclosed herewith further details on the post, including the required qualifications, experience and competencies.

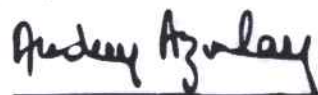
The Secretariat accords great importance to geographical distribution and gender balance in its staffing, particularly at the senior level. We therefore encourage all qualified candidates to apply.

Candidates who wish to be considered for this post should apply online, via the dedicated UNESCO website, Careers, as soon as possible and before the closing date. Candidates will receive an automatic acknowledgement of receipt by email confirming the registration of their applications.

All applications must be correctly submitted by **15 May 2024** at the latest. Any queries may be addressed to staffingteam@unesco.org.

I count on your cooperation to disseminate the vacancy announcement to nationals of your country using the channels you consider most appropriate, with a view to identifying outstanding candidates for this post.

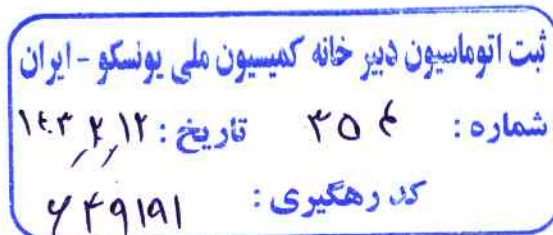
Please accept, Sir/Madam, the assurances of my highest consideration.



Audrey Azoulay
Director-General

Enclosures: 2

cc: National Commissions for UNESCO
Permanent Delegations to UNESCO



To Ministers responsible for relations with UNESCO

Post Title: DIRECTOR, DIVISION FOR DIGITAL INCLUSION AND POLICIES AND DIGITAL TRANSFORMATION
Post Number: CI 335
Grade: D-1
Parent Sector: Communication and Information Sector
Duty Station: Paris, France
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)

Building partnerships (M)
 Driving and managing change (M)
 Strategic thinking (M)
 Making quality decisions (M)
 Managing performance (M)
 Leading and empowering others (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 and 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 and 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](#). Please note that UNESCO is a non-smoking Organization.

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.

**Representation of Member States in posts subject
to geographical distribution as at 31 December 2023**

Representation above range	Representation within range	Representation below range	Not represented
Algeria	Afghanistan	Albania	Andorra
Argentina	Angola	Antigua and Barbuda	Bahamas
Belgium	Australia	Armenia	Bahrain
Brazil	Austria	Bangladesh	Bhutan
Cameroon	Azerbaijan	Barbados	Brunei Darussalam
Canada	Benin	Belarus	Central African Republic
Colombia	Bolivia (Plurinational State of)	Belize	Chad
Democratic Republic of the Congo	Bosnia and Herzegovina	Botswana	Dominican Republic
Egypt	Bulgaria	Cabo Verde	El Salvador
Ethiopia	Burkina Faso	China	Equatorial Guinea
France	Burundi	Comoros	Guatemala
Greece	Cambodia	Cook Islands	Guyana
Italy	Chile	Costa Rica	Haiti
Japan	Congo	Croatia	Iceland
Lebanon	Côte d'Ivoire	Cyprus	Kiribati
Mauritania	Cuba	Djibouti	Kuwait
Mexico	Czechia	Dominica	Lesotho
Morocco	Democratic People's Republic of Korea	Eritrea	Maldives
Nepal	Denmark	Estonia	Malta
Senegal	Ecuador	Fiji	Marshall Islands
South Africa	Eswatini	Grenada	Micronesia (Federated States of)
Spain	Finland	Guinea-Bissau	Monaco
Tunisia	Gabon	India	Nauru
Ukraine	Gambia	Iraq	Niue
United Kingdom of Great Britain and Northern Ireland	Georgia	Ireland	Oman
	Germany	Liberia	Palau
	Ghana	Libya	Panama
	Guinea	Madagascar	Peru
	Honduras	Malawi	Qatar
	Hungary	Montenegro	Saint Vincent and the Grenadines
	Indonesia	Myanmar	Samoa
	Iran (Islamic Republic of)	New Zealand	San Marino
	Jamaica	Nicaragua	Solomon Islands
	Jordan	Nigeria	South Sudan
	Kazakhstan	North Macedonia	Suriname
	Kenya	Norway	Timor-Leste
	Kyrgyzstan	Papua New Guinea	Tonga
	Lao People's Democratic Republic	Sao Tome and Principe	Tuvalu
	Latvia	Saudi Arabia	United Arab Emirates
	Lithuania	Serbia	Vanuatu
	Luxembourg	Seychelles	
	Malaysia	Singapore	
	Mali	Slovakia	
	Mauritius	Tajikistan	
	Mongolia	Thailand	
		Trinidad and Tobago	
		Turkmenistan	

Representation above range	Representation within range	Representation below range	Not represented
	Mozambique	United States of America	
	Namibia	Venezuela (Bolivarian Republic of)	
	Netherlands	Yemen	
	Niger		
	Pakistan		
	Paraguay		
	Philippines		
	Poland		
	Portugal		
	Republic of Korea		
	Republic of Moldova		
	Romania		
	Russian Federation		
	Rwanda		
	Saint Kitts and Nevis		
	Saint Lucia		
	Sierra Leone		
	Slovenia		
	Somalia		
	Sri Lanka		
	State of Palestine		
	Sudan		
	Sweden		
	Switzerland		
	Syrian Arab Republic		
	Togo		
	Türkiye		
	Uganda		
	United Republic of Tanzania		
	Uruguay		
	Uzbekistan		
	Viet Nam		
	Zambia		
	Zimbabwe		