

भारतीय मानक ब्यूरो  
(IR&TISD)

Ref: IR&TISD/ISO

02 March 2023


**Subject: ISO Secondment Programme – Regional Coordinator: Asia and the Pacific - reg.**

ISO Secretary-General has announced a new vacancy for an **ISO Regional Coordinator: Asia and the Pacific** as part of ISO Secondment Programme. This Geneva-based position directly supports ISO members as part of the ISO Regional Engagement Policy.

This full-time secondment is to begin on 01 June 2023 and will last for 25 months. ISO will cover the salary, benefits and insurances, as well as the installation costs (as per ISO Staff Rules).

Interested official(s) are requested to kindly send their CV, cover letter (addressed to Marion Seguin from the Human Resources department, ISO) and two independent references through their Head of Department **latest by 06/03/2023** to IR&TISD ([ird@bis.gov.in](mailto:ird@bis.gov.in)).

Applications received after this date shall not be considered. After internal screening and approval of Competent Authority, the details of the official(s) will be communicated to ISO for their consideration.

  
04/03/2023

(Vijay Kumar Gupta)  
Sc- D/Joint Director

Head (IR&TISD)

रजनी  
2/3/23

To all official(s) through BIS Intranet



<b>Function - Band</b>	Expert - Band B
<b>Unit</b>	Membership and External Relations - MER
<b>Reports to</b>	Team Leader Regional Engagement

## Regional Coordinator

### Role

The role of the Regional Coordinator is to provide support to members and engage with partners in their specific region.

### Key responsibilities

#### *General*

- Build and maintain close relationships with ISO member National Standards Bodies and partner organizations
- Seek opportunities for ISO representation and advocacy support (by the President, Secretary-General, other high-level representative) at member or partner events with policymakers, stakeholder communities or others as appropriate. Prepare the associated briefing materials accordingly and/or participate when requested
- Build and maintain effective engagement with strategic partner organizations in the region with a view to pursuing mutually beneficial initiatives and opportunities
- Build and maintain effective engagement with units within the ISO Central Secretariat, including Standards Development and Policy, Capacity-Building, Research and Innovation and other units as applicable, with a view to effectively conveying developments to members and developing their interest in participating in ISO programmes and activities
- Exchange views on the effectiveness of existing initiatives and ideas for future initiatives within the team, especially with colleagues supporting other regions, to gauge what works, what could be adapted, and additional synergies to form connections between members
- Planning and implementing regional workplan, as well as reporting on the implementation
- Engage with members bilaterally or in mini-clusters to identify unique and immediate needs and coordinate ISO response to these needs
- Connecting members with other ISO members for their interests related to ISO

#### *Support*

- Gain recognition as trusted advisor to members and focal point for both member and partner inquiries
- Participate in the preparation and maintenance of engagement plans to (a) build, maintain and grow relationships with members, and (b) expand their engagement in ISO programmes
- Host remote meetings (monthly sessions) and ad-hoc training with members by identifying suitable



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topics for discussion, recruiting speakers, designing appropriate materials, ensuring follow-up and developing effective interaction between members

- Regularly conduct analysis of the quality and success of engagement, and level of member satisfaction
- Monitor member performance, organizational changes, reports and related media, on a continual basis. Conduct bilateral discussions with members to discuss progress, opportunities and concerns
- Participate in member and partner's event representing ISO. Coordinate and prepare the materials needed for participation.

#### *Administration*

- Respond to inquiries from members and partners in a timely manner.
- Manage membership applications, upgrades, transfers of membership and changes in member personnel in accordance with the ISO Statutes, Rules of Procedure and decisions taken by ISO Council
- Contact point in organizing in-person events. Coordinate with the host country, venue providers, and relevant ISO/CS units, including for developing the event program.
- Organize and align events with regional standards organizations and ISO members

#### **Qualification and experience**

- At least 3 years' experience in roles focusing on relationship building (member/partner/customer relations)
- University degree level education
- Oral and written proficiency in English (required). Any other language is an asset

#### **Soft skills**

- Highly organized. Self-starter and proactive. Highly motivated, pragmatic and flexible with a strong customer service ethic. Reliable and dynamic
- Adapts quickly to different environments and can work under pressure. Works well as part of a team but can also work independently with minimal guidance. Good at multi-tasking
- Open and approachable. Strong oral and written communication skills
- Ability to digest and explain information clearly and effectively
- Confident in speaking to executive-level stakeholders
- Strong interpersonal skills and cultural awareness. Comfortable working in a multi-cultural, international working environment. Recognizes sensitive issues for people or projects
- Aligned with our core values: respect, integrity, collaboration, pushing boundaries, growth mindset



## ISO SECONDMENTS – REGIONAL ENGAGEMENT POLICY

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### 1. Introduction

With members from 165 countries across the globe, ISO recognizes there are varying combinations of opportunities, challenges and needs depending on your different organizational models, contexts and cultures.

In order to better respond to the needs of ISO members and to ensure they can derive the maximum benefits from their membership, in September 2020 the ISO Council approved the ISO Regional Engagement Policy (REP).

Under this policy, a team of Regional Coordinators will provide support to all ISO members. The ISO Secondment programme, in which an employee of an ISO member NSB is transferred for a period of time to the ISO Central Secretariat (ISO/CS), is the preferred method of staffing the team of Regional Coordinators. Thus, the secondee benefits from experiencing ISO/CS from within and will transfer knowledge and insights gained when they return to their home NSB. At the same time, ISO will benefit from the secondee's insights regarding their regional community, with a view to improving the quality of the engagement for all concerned.

More information on the implementation of the Regional Engagement Policy can be found here.

### 2. Objectives

This secondment programme provides a framework for secondments within the Membership & External Relations Team with the aim to reach the following objectives:

- a) Contribute to the realization of the ISO Regional Engagement Policy;
- b) Ensure optimal and tailored support to all regions;
- c) Value and share the unique talents, experiences and viewpoints within
- d) the ISO regions;
- e) Provide opportunities for professional development to talents in the different regions.

### 3. Ownership and responsibilities

ISO/CS, and more specifically the ISO/CS Human Resources department, is responsible for the secondment framework.

The ISO Membership and External Relations Team liaises with ISO members to evaluate their capacity and interest to take an active part in the programme.

As business owner, the Membership and External Relations Team is responsible for overseeing the secondee during the entire duration of the secondment.

### 4. Costs

ISO/CS will cover the costs related to these secondments. These include:

- Compensation (salary and bonus);
- Swiss social charges;

- Relocation costs and support for the secondee;
- Travel costs required for the secondee to fulfill their professional objectives

The NSB of the successful candidate will be asked to bear all flight costs to and from Geneva, Switzerland.

## **5. Eligibility**

The programme is open to professionals already working in a National Standards Body (NSB) and meeting the required skills and qualifications.

## **6. Recruitment process**

Open secondment positions at ISO/CS are communicated to NSBs by the Membership and External Relations Team.

To ensure fairness of treatment, a set of prerequisites is defined for each position and communicated transparently to the NSBs. Upon receipt of candidates' application, a complete selection process is carried out, including interviews with a panel of internal stakeholders.

For equivalent competencies, priority will be given to candidates from NSBs with no prior secondment experience at ISO/CS.

## **7. Terms and conditions**

At ISO/CS the selected secondee will receive an employment contract for the period of the secondment. The secondee will be subject to Swiss employment law and will abide by the ISO/CS staff rules. The secondee will receive a job description and benefit from:

- A salary consistent with local salary benchmarks;
- Benefits offered to local hires

The duration of REP secondments is 24 months.

In parallel, a secondment agreement will be signed by the three parties: home country, host country and secondee to define the terms and conditions of the secondment. At the end of the secondment, the NSB commits to reintegrate the secondee into their organization.