



# UNHCR

United Nations High Commissioner for Refugees  
Haut Commissariat des Nations Unies pour les réfugiés

## Terms of Reference

### PSP Global Operations Internship Global Operations (PSP)

**Title:** PSP Global Operations Intern

**Duty Station:** Copenhagen, Denmark

**Duration of Internship:** 6 months, with possibility of extension for 2 months

**Closing date:** Midnight 25 February 2020

**Preferred Start date:** 16 March 2020

UNHCR, the UN Refugee Agency, is offering a Global Operations Internship position within the *Global Operations Unit, Private Sector Partnerships Service* in our *Copenhagen Headquarters in Denmark*.

This exciting internship is a unique opportunity to gain experience with UNHCR's PSP fundraising development activities in support of the refugee cause, as well as valuable experience working within the UN system.

UNHCR is a global organization dedicated to saving lives, protecting rights and building a better future for refugees, forcibly displaced communities and stateless people. Every year, millions of men, women and children are forced to flee their homes to escape conflict and persecution. We are in over 138 countries, using our expertise to protect and care for millions of refugees, returnees, internally displaced and stateless people.

### Organizational context

The Global Operations team sits within the Private Sector Partnerships Service (PSP) in the Division of External Relations (DER).

The Global Operations team coordinates the annual planning process and overall performs financial planning, monitoring, and reporting on performance in the fundraising network. The team is also responsible for managing the National Growth Fund, which is the main source of investment in PSP fundraising programs. The Global Operations team also supports the PSP network of UNHCR offices and National Partners in monitoring implementation and fundraising performance.

## Duties and responsibilities

We are seeking a dynamic and proactive team player, with a strong interest in communications, data analysis, digital collaboration and refugee issues, to complete a six-month internship with the Global Operations team. The intern's duties and responsibilities will include:

- Assisting in financial planning, monitoring, and reporting tasks by using various data sources and tools to provide data insights in the form of numeric and narrative analytic reports, presentations, and by preparing documents related to PSP investment funds;
- Assisting in the development and revision of internal and external guidance documents and manuals by capturing key procedures and drafting instructive guidelines;
- Assisting in the planning and execution of events led by the Global Operations team;
- Assisting with updating, organizing, and administering various SharePoint site collections;
- Assisting in sharing Global Operations news and updates by writing articles and sharing them on SharePoint;
- Providing any other required support, including administrative support to the team.

## Minimum qualifications and professional experience required

### Minimum qualifications required

The ideal candidate will:

- Possess a university-level degree in a relevant field, for example Social Sciences, ICT, Business and Economics, International Relations, Communications, etc.;
- Be fluent in English, with advanced writing and editing skills;
- Have strong analytical and organizational skills;
- Have advanced experience using the Microsoft Office suite (Outlook, Word, Excel, Publisher and PowerPoint). Advanced experience using Microsoft Excel is particularly important as this is the primary tool we use to process data;
- Have design and document formatting skills and be detail-oriented;
- Be tech-savvy and have a keen interest in budgeting, reports and fundraising;
- Show a genuine desire to learn and adapt;
- Possess strong inter-personal skills and be a keen team-player.

## Desirable skills and experience

- Experience with web analytics tools and SharePoint;
- Knowledge of a second UN language (Arabic/Chinese/French/Russian/Spanish);
- Good knowledge and understanding of qualitative and quantitative research methods and techniques.

## Eligibility

In order to be considered for an internship, candidates must meet the following eligibility criteria:

- Be a recent graduate (completed studies within one year of applying) **or** current student in a graduate/undergraduate school programme from a university or higher education facility accredited by UNESCO;
- Have completed at least two years of undergraduate studies in a field relevant or of interest to the work of UNHCR;
- An individual whose father, mother, son, daughter, brother or sister is a staff member of UNHCR, including a Temporary Appointment holder or a member of the Affiliate Workforce, is not eligible for an internship.

## Location and Conditions

The successful candidate will be based with the team in the UN City in Copenhagen, Denmark. The internship is for six months with a possibility of two-month extension and the preferred start date is 16 March 2020. It is a full-time role with working hours starting from 8:30 AM to 5:00 PM Monday to Friday (40 hours per week). Obtaining and renewing current visas and residence permits including all associated costs, are the responsibility of the intern.

Please note that the terms of internship, as defined by UNHCR practice, include the payment of a Food and Local Transportation Allowance (FLTA). In case the intern is sponsored by another source during the internship this will be deducted from the FLTA.

## To apply

Interested applicants should submit their letter of motivation, Personal History Form (PHF) and CV to [DENCOCMUHR@UNHCR.ORG](mailto:DENCOCMUHR@UNHCR.ORG) indicating **PSP Global Operations Intern** in the subject of the email by midnight 25 February 2020 (CET Central European Time). P11 forms are available at [www.unhcr.org/recruit/p11new.doc](http://www.unhcr.org/recruit/p11new.doc).

*The UNHCR workforce consists of many diverse nationalities, cultures, languages and opinions. UNHCR seeks to sustain and strengthen this diversity to ensure equal opportunities as well as an inclusive working environment for its entire workforce. Applications are encouraged from all qualified candidates without distinction on grounds of race, colour, sex, national origin, age, religion, disability, sexual orientation and gender identity.*

**The deadline for applications is midnight 25 February 2020.**