

Terms of Reference

Internship

Division of Human Resources, HR Operational Partnerships Service, Workforce Planning Unit

UNHCR, the UN Refugee Agency, is offering a full-time internship within the **Workforce Planning Unit** of the *HR Operational Partnerships Service* under the *Division of Human Resources* at **UNHCR Headquarters** in **Geneva, Switzerland**.

Established in December 1950, UNHCR is a global organization dedicated to saving lives, protecting rights and building a better future for asylum seekers, refugees, returnees, internally displaced communities and stateless people. Every year, millions of men, women and children are forced to flee their homes to escape conflict and persecution. UNHCR currently operates in over 130 countries, using its long expertise to protect and care for millions.

Title: Communications Intern (Strategic Workforce Planning Projects)

Duty Station: Geneva, Switzerland

Duration: 6 months

Contract Type: Internship

Closing Date for Application: 20 February 2022

Start Date: 1 April 2022

Organizational context

The **Workforce Planning Unit** is leading a key project called Knowing our People, which includes the introduction of a LinkedIn-style online profile for all workforce, talent search tools and an internal Talent Marketplace. This will enable UNHCR to plan better, managers to find people more easily, and our workforce to find opportunities. The majority of project components will be introduced with the launch of UNHCR's new corporate HRIS tool, Workday, and the introduction of these new concepts to the Organization require a robust internal communications effort. The Strategic Workforce Planning Unit is hiring an intern for an initial period of 6 months to assist with the communications campaign and related activities for the launch of this project.

The position

Reporting to the HR Planning Officer, this role focuses on day-to-day support, content production, communications and outreach related to the launch of a key Human Resources (HR) project, Knowing our People, that will be launching across the entire Organization in July 2022 for all UNHCR workforce.

Specifically, this internship will help the incumbent:

- Gain unique knowledge about UNHCR's global role, capabilities, programs, and impact, and the role of key workforce data in ensuring better knowledge about our people to help address emergencies and gaps.
- Obtain project experience in internal communications including development of digital communication products, event support and more to ensure project success.
- Gain exposure and improve knowledge and skills in the areas of internal communications, workforce planning, change management and project management.

Duties and responsibilities

- Act as a key member in the day-to-day project activities of the Knowing our People project and launch of internal LinkedIn-style profiles for UNHCR's workforce;
- Contribute to the development of presentations and briefings for Senior Management, Staff Groups, Regional and Country Offices, and colleagues within HR;
- Participate in regular meetings with Workday project communication team and liaise with team on outgoing communications where required;
- Assist with intranet updates;
- Develop communication materials such as email broadcasts, power point presentations, short videos, digital brochures;
- Develop training materials such as user guides, help videos;
- Organize and attend meetings, keep minutes as requested;
- Monitor tracking log for project activities and escalate issues to team where relevant;
- Perform other duties as required.

Minimum qualifications required

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

- Be either a recent graduate (having completed their studies within one year of applying) or a current student in a graduate/undergraduate school programme from a university or higher education facility accredited by UNESCO¹; and
- Have completed at least two years of undergraduate studies in a field relevant or of interest to the work of UNHCR.

NOTE: 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.

Desirable qualifications and skills

- Recent graduate or current student in the field of Communications, Journalism, or related field.
- Excellent drafting and presentation skills (in English).
- Experience and interest in communications.
- Good level of MS PowerPoint and Excel skills.
- Previous internship or work experience working in a communication project, an asset.
- Experience in communications related to technology projects and/or change management an asset;
- Excellent organizational skills.
- Knowledge of another UN official language in addition to English would be an asset.

Conditions

It is a full-time role with working hours starting from 9.00am to 6:00pm Monday to Friday (40 hours per week). The successful candidate will be either home-based or with the team in the Geneva, Switzerland. The location will be determined prior to the start of the internship, and is

¹ In the education section of the application process, please make sure that your school is selected from the **list of accredited higher education institutions**. To do this, click on the magnifying glass next to *Select School*, then select *Contains* next to *Description*, type the name of the school, click *Look up* and finally click on the result. In case you cannot find your school, type "OTH" in the *Select School* field and provide the school name in the *School, if not selected above* field.

dependent upon the conditions of the COVID-19 pandemic in both the applicant's home country and at the duty station.

Allowance: Interns who do not receive financial support from an outside party will receive an allowance to partially help to cover the cost of food, local transportation and living expenses.

How to apply:

Interested applicants should submit their application through www.unhcr.org/careers.html click on vacancies and search for **JO 33607**.

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.

UNHCR does not charge a fee at any stage of its recruitment process (application, interview, meeting, travelling, processing or training).

We welcome applications from candidates with a refugee or stateless background.