**Externally FUNDED Internship/Fellowship   
TERMS oF reference**

**I. Identification of the post**

Title: **Communications, Team Branding & Operations Intern**

Sector of assignment: **Global Shared Services Centre**

Organizational unit: **GSSC Human Resources Operations**

Country and Duty Station: **Copenhagen, Denmark**

Internship duration: **6** **months with possible extension**

Primary Supervisor’s name: **Majbritt Linneberg**

Primary Supervisor’s title: **HR Analyst (Operations)**

**II. CORPORATE BACKGROUND:**

UNDP works in about 170 countries and territories, helping to achieve the eradication of poverty, and the reduction of inequalities and exclusion. We help countries to develop policies, leadership skills, partnering abilities, institutional capabilities and build resilience in order to sustain development results.

UNDP is working to strengthen new frameworks for development, disaster risk reduction and climate change. We support countries' efforts to achieve the new Sustainable Development Goals, which will guide global development priorities through 2030. The key 2030 Agenda principle of leaving no one behind and stamping out inequality is at the core of everything we do.

UNDP focuses on helping countries build and share solutions in three main areas:

* Sustainable development
* Democratic governance and peacebuilding
* Climate and disaster resilience

In all our activities, we encourage the protection of human rights and the empowerment of women, minorities and the poorest and most vulnerable.

**III. INTERNSHIP OFFICE BACKGROUND:**

Based in Copenhagen, GSSC-HR is a part of UNDP's Bureau for Management Services (BMS). The Global Shared Services Centre (GSSC) delivers transactional services on behalf of Bureau of Management Services (BMS) functional units.

It supports the mission and objectives of BMS including being effective, efficient and performance driven across functions, ensuring integration of services, and eliminating duplication and redundancies of functions. The Centre in Copenhagen amongst others is responsible for HR, Benefits & Entitlements and Contract Management as well as Global Payroll Administration for personnel serving in 178 country locations.

Based in Copenhagen, the GSSC HR/Operations team provides operational interlocutor support from an HR, administrative and operational perspective to the main pillar of GSSC departments which provide GSSC services to clients and partners. It acts as an efficient and client-oriented “go-to” team for implementation of services and activities. The Operations Team is, amongst others, responsible for delivery of services related to financial management, procurement, inventory and asset management, travel and logistics as well as human resources management and protocol services. This back-office support is provided to GSSC colleagues serving in Copenhagen and in the regional locations: Addis Ababa, Amman, Bangkok, Dakar, Istanbul and Panama City.

The GSSC HR/Operations team works in close cooperation with the many GSSC teams such as Global and Local Benefits and Entitlement Services teams, Global Payroll Services, the Kuala Lumpur Operations team, GSSC Managers and the GSSC Directorate to facilitate support and assistance to GSSC colleagues.

The HR/Operations KM Intern will work closely with colleagues in the GSSC/HR Operations Team as well as other units in GSSC across locations. The Fellow will also have the opportunity to collaborate with colleagues in other UNDP units in the UN City. Training related to the functions will be provided. Participation in unit-wide training opportunities will be supported, as required.

**III. DUTIES:**

The Intern will assist in the following duties and responsibilities:

|  |  |  |
| --- | --- | --- |
| **No** | **Duties and responsibilities** | **% of time** |
| *In this section list the primary responsibilities and tasks of the position.  (Include percentages for each duty.)* | | |
| 1 | **Communications and Team Branding**   * Create and update communication materials such as text/graphics/videos/ presentations for communication with clients and partners; * Develop internal website(s), SharePoint pages’ information on GSSC HR/Operations services Team; * Assist developing written and audio-visual materials for GSSC HR/Operations services SharePoint pages; * Create training guides, one-pagers, presentations, etc. targeting both internal and external users; * Facilitate knowledge-building and sharing support; * Process optimization to facilitate knowledge sharing among team members and new joiners, as well as for clients and partners; * Support GSSC HR/Operations in documenting so far not captured knowledge and practices (SOPs, Wiki and knowledge articles, “how to” guides, standard emails/communications) and putting those into required format used by GSSC KM team; | **50%** |
| 2 | **Operational Services Delivery**   * Assist Recruitment Analyst in internal GSSC recruitment processes as applicable; * Support of Protocol and Ministry of Foreign Affairs related Services (such as registration of UN staff with Protocol Department of Ministry of Foreign Affairs, resident permit processing, maintenance of UN staff lists) ensuring safekeeping of confidential materials; * Assist with Assets and Inventory Management in line with UNDP Property Plant and Equipment Policy, conducting verification and preparation of reports for various certification processes; * Administrative, ICT and logistical support to meetings, conferences, workshops, retreats including contact with visitors, clients and UN personnel, meeting room reservations and arrangement of vehicle transports as applicable; * Assist the GSSC-HR Copenhagen Operations with courier and shipping service and mail service; * Ad hoc administrative support, as required. | **50%** |

**IV. REQUIREMENTS AND QUALIFICATIONS**

**Education:**

Candidates must meet one of the following educational requirements:

* Full-time degree student in a higher education institution; in the final year of a Bachelor’s degree or currently enrolled in a Master’s degree.

Field of study: ICT, Communications, Business Administration, Public Administration, Marketing or equivalent.

**IT skills:**

* Communications background would be highly desirable;
* Knowledge of Business Intelligence tool and approaches (for example Power BI) would be an advantage;
* Strong IT skills and excellent knowledge of office software packages (e.g. Microsoft Office suite: PPT, Word, Excel, Outlook, Teams, Streams, Forms, SharePoint);
* Knowledge of basic databases and filing systems.

**Language skills:**

* Fluency in English required;
* Knowledge of other Spanish, French or Arabic is an advantage.

**Other competencies and attitude:**

* Interest and motivation in working in an international organization;
* Good analytical skills in gathering and consolidating data and research for practical implementation;
* Outgoing and initiative-taking person with a goal-oriented mind-set;
* Communicates effectively when working in teams and independently;
* Capable of managing own workload and good in organizing and structuring various tasks and responsibilities;
* Client orientation and excellent attention to detail;
* Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability;
* Responds positively to feedback and differing points of view;
* Consistently approaches work with energy, creativity and a positive, constructive attitude.