

TERMS OF REFERENCE

SECTION 1

Position Information

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| Position Title | Intern – Human Resources |
| Duty Station | Cairo, Egypt |
| Job Family | Human Resources |
| Organizational Unit | Resource Management Unit |
| Is this a Regional, HQ, MAC, PAC, Liaison Office, or a Country Office based position? | Regional Office |
| Reports directly to | Regional HR Business Partner |
| Number of Direct Reports | 0 |

SECTION 2

Organizational Context and Scope

BACKGROUND INFORMATION

The International Organization for Migration (IOM) is an intergovernmental organization created in 1951 which occupies a leading position on the migratory scene. Composed of 175-member states, plus eight other states with observer status, IOM has offices in more than 100 countries. IOM works closely with governmental, intergovernmental and non- governmental partners to help ensure the orderly and humane management of migration, to promote international cooperation on migration issues, to assist in the search for practical solutions to migration problems and to provide humanitarian assistance to migrants in need, including refugees and internally displaced people. Since September 2016, IOM has become the United Nations migration agency.

Within the Middle East and North Africa (MENA) Context, the Regional HR Team of the Regional Office (RO) of MENA based in Cairo gives solid guidance and review of the standard processes to 17 countries within the MENA.

SUPERVISION

Under the overall supervision of the Senior Regional Resources Management Officer (SRRMO) in Middle East and North Africa (MENA) and direct supervision of the Regional Human Resources Business Partner, the successful intern will be responsible and accountable for providing support to the Regional HR Unit with related functions to support the Regional Office (RO) as well as Country Offices (COs) in the MENA region. The HR Intern will provide administrative and operational support across various HR functions, including recruitment, onboarding, training, and staff engagement. Through this role, the intern will gain hands-on experience in HR processes while contributing to the overall effectiveness of IOM’s workforce management and organizational success.

SECTION 3

Responsibilities and Accountabilities

1. Post job vacancy announcements on the WAVE platform and other internal and external job boards.
2. Schedule interview invitations and assist in coordinating both online and in-person written tests for candidates.
3. Follow up with the ICT team on the email creation of the newly hired personnel members and ensure that the required assets are prepared ahead of time.
4. Attend HR-related meetings and take detailed meeting minutes, ensuring all action points are noted and followed up on.
5. Compile and prepare HR-related content for internal presentations and the monthly RMU Newsletter.
6. Assist in preparing HR reports, as requested, to support department needs and decision-making.
7. Provide logistical support for HR initiatives, including townhalls, and training sessions.
8. Assist with the coordination of onboarding sessions for new staff members, ensuring a smooth induction process with all the other units.
9. Follow up with staff to ensure mandatory training completion and generate regular progress reports.
10. Support the HR-related events, including staff development and training activities. Ensure event records are maintained, attendance is monitored, and the related documentation is properly archived on the Unit’s folder.
11. Review the personnel folders and ensure that they all are digitally compliant with the HQ instructions.
12. Prepare and send out announcements for new joiners according to the standard template.
13. Any other duties as may assigned.

TRAINING COMPONENTS AND LEARNING ELEMENTS

* The Intern will gain experience in working in an international multicultural environment, within the United Nations system.
* Gain experience in organizational structure and management processes.
* Understand international cooperation activities and inter-agency collaboration.
* Assist in coordinating HR initiatives within an international work environment.
* Support HR-related initiatives aligned with IOM’s global mission and objectives.

SECTION 4

Required Qualifications and Experience

EDUCATION

* Be enrolled in the final academic year of a first university degree programme in Business Administration, Finance, Management, Accounting, or a related field from an accredited academic institution (minimum Bachelor’s level or equivalent); or
* Be enrolled in a graduate school programme in any of the above (second university degree or equivalent, or higher); or
* Have graduated with a university degree (as mentioned above) and, if selected, must commence the internship within one year of graduation.

EXPERIENCE

* Previous experience in Human Resources, Business Administration, or a related field.
* Experience in administrative tasks, scheduling, and document management.
* Familiarity with recruitment processes, including job postings and interview coordination.
* Exposure to event planning, training coordination, or employee engagement activities.
* Experience working in a multicultural or international environment is an advantage.

SKILLS

* Strong verbal and written communication.
* Ability to draft professional emails, reports, and presentations.
* Active listening and effective note-taking for meetings.
* Ability to prioritize tasks and meet deadlines.
* Strong attention to detail and accuracy.
* Ability to handle multiple tasks simultaneously.
* Ability to manage virtual meeting platforms (Zoom, Teams).
* Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
* Ability to collaborate with different teams and departments.
* Strong people skills to engage with staff and stakeholders.
* Professionalism and ability to work in a diverse, international environment

SECTION 5

Languages

REQUIRED

External applicants for all positions in the Professional category are required to be proficient in English and have at least a working knowledge of one additional UN Language (Arabic, Chinese, French, Russian, or Spanish).

For all applicants, fluency in English and Arabic is required (oral and written).

DESIRABLE

Working knowledge of French is desirable.

SECTION 6

Competencies[[1]](#footnote-2)

The incumbent is expected to demonstrate the following values and competencies:

VALUES - All IOM staff members must abide by and demonstrate these five values:

Inclusion and respect for diversity: Respects and promotes individual and cultural differences. Encourages diversity and inclusion.

Integrity and transparency: Maintains high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct.

Professionalism: Demonstrates ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges.

Courage: Demonstrates willingness to take a stand on issues of importance.

Empathy: Shows compassion for others, makes people feel safe, respected and fairly treated.

CORE COMPETENCIES - Behavioural indicators – Level 1

Teamwork: Develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.

Delivering results: Produces and delivers quality results in a service-oriented and timely manner. Is action oriented and committed to achieving agreed outcomes.

Managing and sharing knowledge: Continuously seeks to learn, share knowledge and innovate.

Accountability: Takes ownership for achieving the Organization’s priorities and assumes responsibility for own actions and delegated work.

Communication: Encourages and contributes to clear and open communication. Explains complex matters in an informative, inspiring and motivational way.

NOTES

Eligibility and Selection

In general, the Internship Programme aims at attracting talented students and graduates who:

a) have a interest in, or whose studies have covered, areas relevant to IOM programmes and activities;

b) are either enrolled in the final academic year of a first university degree programme

(minimum Bachelor’s level or equivalent) or have graduated in the last 12 months.

* Only shortlisted candidates will be contacted, and additional enquiries will only be addressed if the candidate is shortlisted.
* Please consider the cost of living in the duty station prior to applying.

SECTION 7

Signatures

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| --- | --- |
| 1st Level Supervisor | Date |
|  | Click here to enter a date. |
| 2nd Level Supervisor | Date |
|  | Click here to enter a date. |

1. Competencies and respective levels should be drawn from the Competency Framework of the Organization. [↑](#footnote-ref-2)