Terms of Reference

Internship

DESS, SGCQ Section

UNHCR, the UN Refugee Agency, is offering a full-time internship with the **Supply, Governance, Compliance, and Quality Section** of the DESS at **UNHCR** **HQ in Budapest**.

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**: Quality Assurance Unit Intern

**Internship Location**: Budapest, Hungary

**Division/Section/Service:** DESS/SGCQU

**Duration (length of internship)**: 6 months

**Contract** **Type:** Internship (Full time)

**Closing** **date for application**:

**Start** **date**: July 2025

Organizational context

The position is part of the Supply and governance within the Division of Emergency, Security, and Supply (DESS). The incumbent will report to the Supply Officer who heads the Quality Assurance unit, within the Supply, Governance, Compliance, and Quality Section. The main responsibilities of the section include monitoring supply chain compliance, risk management, fraud prevention, coordination of audits, development of supply-related policies and instructions, and quality assurance.

One of the main objectives of the Quality Assurance unit is to ensure that Core Relief Items (CRIs) delivered to UNHCR meet the technical specifications defined and are fit for purpose. To this end, UNHCR maintains a quality management system, which consists of pre-delivery and post-delivery inspections, laboratory tests, loading inspections, and factory audits. The various elements of the quality management system are overseen by the incumbent and his/her team. The quality inspection work is carried out by third-party service providers at the factory sites and/or at four UNHCR Quality Control Centers (QCC) in Nairobi, Dubai, Douala, and Amman which are operated by trained local staff or third-party service providers. The incumbent also oversees the factory audits carried out by third-party service providers to ensure that all factories producing CRIs for UNHCR comply with relevant safety standards, labor, environmental, and other UN ethical principles, and its mandate. The Quality Assurance unit is focused on ensuring the quality of CRIs procured at Headquarters and provides advice to country operations on quality management matters. The candidate will also be required to support develop and maintain operating procedures and other necessary guidance material related to quality management.

By undertaking this internship, the incumbent will learn about UNHCR Supply Chain processes, particularly related to Quality Management and Compliance.

The position

The incumbent will be expected to develop dashboards and reporting tools to support the analytics of the SGCQ section, particularly the Quality Assurance unit.

The incumbent may be requested to support with other administrative tasks of the SGCQU section.

Requirements:

Excellent computer skills, including proficiency in Excel, word, and PowerPoint.

Proficient knowledge and prior experience with reporting tools such as Power BI.

Strong analytical, organizational, and communication skills.

Demonstrated ability to work independently in a multi-cultural environment and establish harmonious and effective working relationships both within and outside the organization.

Knowledge and experience in supply chain and quality management will be an asset.

Knowledge of creating visuals (flowcharts, organigrams, graphs, etc.) is a plus.

Duties and responsibilities

* Develop a dashboard to track the transactional work of the Quality Assurance unit.
* Develop a reporting system to automatically report on supplier performance.
* Develop a supplier risk register.

Minimum qualifications required.

To be considered for an internship, candidates must meet the following eligibility criteria:

* Be either a recent graduate (having completed their studies within two years of applying) or a current student in a graduate/undergraduate school program from a university or higher education facility accredited by [IAU/UNESCO](https://whed.net/home.php)[[1]](#footnote-2); and
* Have completed at least two years of undergraduate studies in a field relevant or of interest to the work of UNHCR[[2]](#footnote-3).
* Candidates with previous UNHCR Internship experience must not have exceeded the maximum total cumulative full-time internship duration of eight (8) months.

**NOTE:** An individual who bears the relationship of parent, child or sibling or stepparent, stepchild or stepsibling to a current UNHCR staff member or affiliate is not eligible for an internship.

Desirable qualifications and skills

* Knowledge and experience in supply chain and quality management will be an asset.
* Excellent computer skills, including proficiency in Excel, Word, and PowerPoint.
* Proficient knowledge and prior experience with reporting tools such as Power BI.
* Strong analytical, organizational, and communication skills.
* Demonstrated ability to work independently in a multi-cultural environment and establish harmonious and effective working relationships both within and outside the organization.
* Knowledge of creating visuals (flowcharts, dashboards, organigrams, graphs, etc) is a plus.

Conditions

It is a full-time role with working hours starting from 09 am to 5.30 pm, Monday to Friday (40 hours per week). The successful candidate will be assigned to support the team in ***Budapest, Hungary.***

Internships normally last two to six months with the possibility of an extension up to eight months for full-time internships and twelve months for part-time internships.

How to apply

The selected candidate will receive a link to the UNHCR recruitment portal to create a profile.

Obligations

Acquiring and renewing current visas, and residence permits including all associated costs, obtaining medical certification, and compliance with taxation requirements (if applicable), are the responsibility of the intern.

The selected candidate will need to provide UNHCR with proof of funding from the sponsoring institution (if applicable), health insurance coverage applicable to the assigned internship location and a certificate of good health from a qualified medical practitioner certifying their fitness for work, as well as travel. In the event the candidate is not able to produce the required certificate, they will not be admitted to the Internship Programme.

**Allowance and Travel:** The Sponsoring Institution shall provide non-reimbursable financial support in the form of a stipend/scholarship/allowance/etc. for the period of internship with UNHCR. Travel expenses to and from the internship location shall be the responsibility of the respective sponsoring institution. UNHCR is not responsible for any remuneration for the intern during the internship period.

If you are a person with a disability and you expect you may face challenges during the recruitment process, you can indicate it in your application form.

There are options to select any health conditions you may have and outline any necessary adjustments related to disabilities during the recruitment phases. Providing this information is optional. It will be treated as strictly confidential and used only for the purpose of finding out how to better assist you during the recruitment process.

Adjustments for candidates with disabilities will be provided as best as possible and as needed upon request.

All candidates will be assessed based on meeting the requirements for each vacancy in relation to experience, skills, and education.

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

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

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.

1. In the education section of the application, please make sure that your school is selected from the list of accredited higher education institutions when creating a profile in UNHCR Recruitment Portal - Workday. To do this, click on the magnifying glass next to Select School, then select Contains next to Description, type in the name of the school, click Look up and finally click on the result. [↑](#footnote-ref-2)
2. For internships, completed university degree is not a requirement [↑](#footnote-ref-3)