Terms of Reference

Internship

Human Resources Unit

UNHCR, the UN Refugee Agency, is offering a full-time internship with the **Human Resources Unit** of the *SPMS Pillar* under the Regional Bureau for Southern Africa at **UNHCR** ***Pretoria, South Africa***.

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**: Intern (Human Resources)

**Internship Location**: Pretoria, South Africa

**Division/Section/Service: Human Resources / SPMS**

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

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

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

**Start** **date**: 01 July 2025

Organizational context

The Southern Africa region faces a complex blend of challenges, including protracted displacement, economic volatility, conflict, violence and fragility in DRC and Mozambique, and heightened vulnerability to climate change. The socio-economic landscape in some Southern African countries is marked by high youth unemployment, inadequate infrastructure, and climate vulnerabilities that severely impact livelihoods and service delivery, especially in displacement-affected communities already struggling with resource scarcity. The growing impact of climate change and climate disasters – including recurring droughts, floods, and cyclones – amplify drivers of forced displacement, disrupt local economies, and strain public services. For both refugees and host communities, these crises lead to entrenched poverty and deepening socio-economic inequality, creating an urgent need for sustainable solutions to meet the unique and evolving needs of the region.

The UNHCR Regional Bureau for Southern Africa (RBSA) is advancing the operationalization of the Global Compact on Refugees (GCR) through sustainable responses tailored to Southern Africa’s political, economic, and social landscape. This shift towards sustainable and government-led refugee responses seeks to progressively transition out of traditional care and maintenance models by advancing self-reliance and the inclusion of refugees into national service delivery systems. By advancing the inclusion of refugees and IDPs in existing national programs and services, sustainable programming minimizes inefficiencies, eliminates redundant systems, and allows for the recalibration of “legacy activities” that may have lost impact over time, ensuring that resources focus on promoting self-reliance, inclusion, and solutions.

 The Regional Bureau based in Pretoria, South Africa covers UNHCR operations directly in eight countries including a Multi-Country Office in Pretoria which covers additional eight countries. We have a total of approximately 900 staff in these countries and the Regional Bureau under the supervision of a Snr Human Resources Partner has the responsibility of smooth administration of staff in all these countries. In addition to this, the Regional Bureau has remained a second line of defense for all the matters related to human resources management and compliance with HR rules and regulations. The Bureau HR is also responsible for supporting the country operations in strategic workforce planning and recruitment to find the right person for the right position. The Bureau HR Team is also engaged in capacity building, training compliance, performance management and activities geared towards staff health and welfare activities.

The position

The Intern will report directly to the Snr Human Resources Partner and support the Partner in the day-to-day administration of HR activities within the Bureau as well as in the region. The Partner is preparing a plan to monitor the HR activities in each of the countries in the region and propose several new initiatives to build more capacity among the HR team in the region. For this, support is required in terms of data collection, data analysis, report making and initiatives to fill gaps that exists currently in the HR administration of the region.

Duties and responsibilities

* Provide logistic assistance to the day-to-day HR activities of the Snr HR Partner
* HR Data collection from the region, analysing them and preparing reports for wider circulation in the region.
* Organize the HR library for the implementation and roll out of the GenAI Harmonization Assistant for the region
* Maintain and keep records of HR activities at the Bureau and the region
* Assist the Snr HR Partner in the organization of staff welfare activities and other initiatives for staff at the Bureau and the region.
* Take minutes of the regional HR meetings and make effective follow-up on the implementation of the action point.
* Report to the Snr HR Partner any gaps or irregularities that comes across in the data analysis.

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 two years of applying) or a current student in a graduate/undergraduate school programme 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 step-parent, step-child or step-sibling to a current UNHCR staff member or affiliate is not eligible for an internship.

[[3]](#footnote-4)Desirable qualifications and skills

* People management skills, social and ability to work in a team
* Technical knowledge in applications such as Excel, One note, Power Point for data collection and analysis. Excellent knowledge in spreadsheets in Excel is essential.
* Ability to communicate in both written and oral English with HR counterparts in the various country offices.
* Ability to organize one’s work, follow up on actions and report timely to the manager
* Honest, hardworking and always committed to learning something new.
* Respect for diversity, professionalism and inclusion,

Conditions

It is a full-time role with working hours starting from 0800 am to 17.00 pm, Monday to Friday (37.5 hours per week). The successful candidate will be assigned to support the team in ***Pretoria, South Africa***.

Internships normally last two to six months with the possibility of 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

Aquiring and renewing current visas, 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 a 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 renumeration 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, travelling, 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)
3. [↑](#footnote-ref-4)