

TERMS OF REFERENCE

SECTION 1

Position Information

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| Position Title | Intern – Programme Support |
| Duty Station | Kuala Lumpur, Malaysia |
| Job Family | Programmes |
| Organizational Unit | Programme Support |
| Is this a Regional, HQ, MAC, PAC, Liaison Office, or a Country Office based position? | Country Office |
| Reports directly to | Programme Support Officer |
| 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.

The International Organization for Migration (IOM) established a presence in Malaysia in the 1980s, and remains committed to the principle that humane and orderly migration benefits migrants and society. IOM’s program portfolio in the country includes: refugee resettlement, migration health, migrant protection and assistance, labour migration, and counter-trafficking.

SUPERVISION

Under the overall supervision of the Chief of Mission (CoM) and direct supervision of the Programme Support Officer; and, in collaboration with relevant units at the Malaysia Mission, the successful candidate will support project development, implementation, reporting and communications in the mission.

SECTION 3

Responsibilities and Accountabilities

1. Assist programme unit in the implementation and monitoring of project activities.
2. Retrieve, compile, summarize, and present information/data to be used by programme unit and partners
3. Support administrative coordination of project implementation, involving liaison with diverse organizational units and external parties to initiate requests, obtain necessary clearances, process and follow-up on administrative actions, etc.
4. Draft visual content for social media, website and partners to highlight activities of the mission
5. Draft correspondence, reports, briefing notes, graphics, statistical tables, presentations and other forms of documentation.
6. Organize meetings, workshops and training sessions.
7. Draft status reports, identifying shortfalls in delivery and bringing them to the attention of the supervisor.
8. Respond to general information requests and inquiries; set up and maintain files/records.
9. Perform other related duties as 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 organization, management, and international cooperation activities.
* Gain a better understanding of IOM’s work, as an inter-governmental organization in the field of Migration, and work on formulating and editing institutional strategies, priorities and workplans.
* The Intern can also access online training courses at the disposal of all IOM staff.
* The Intern will have the possibility to interact with IOM staff within Headquarters and IOM Missions.

SECTION 4

Required Qualifications and Experience

EDUCATION

* University degree in Political or Social Science, Development Studies, International Relations, Development Communications, Information Management, or a related field from an accredited academic institution

EXPERIENCE

* Experience providing administrative support and logistical support;
* Experience in information management and monitoring projects;
* Experience in working with migrants, refugees, internally displaced persons, victims of trafficking and other vulnerable groups;
* Experience in communications, graphic designing, video editing is an advantage;
* Experience in liaising with governmental authorities, national/international institutions, United Nations agencies and non-governmental organizations is an advantage;
* Work experience with international humanitarian organizations, non-government or government institutions/organization in a multi-cultural setting is an advantage.

SKILLS

* High computer literacy in Windows and MS Office is mandatory,
* Knowledge of graphic design software such as Adobe photoshop and illustrator, multimedia design and processing and publishing software
* Proficiency in social media is an advantage.
* Proven ability to work with basic data management, analysis, and presentation software, e.g.

Microsoft PowerPoint and Excel, a must.

* Good verbal, written, interpersonal skills and creativity.
* Strong presentation and communications, time management and organizational skills.
* Ability and willingness to work under pressure.

SECTION 5

Languages

REQUIRED

For this position, fluency in English is required (oral and written).

DESIRABLE

Working knowledge of Bahasa Melayu.

SECTION 6

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

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-1)