Terms of Reference

Internship

Division of External Relations (DER), Global Communications Service, Goodwill Ambassadors Section

UNHCR, the UN Refugee Agency, is offering a full-time internship with the **Goodwill Ambassadors Section** of the *Global Communications Service* under the Division of External Relations in ***London***.

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**: Goodwill Ambassador Team Intern

**Internship Location**: London, United Kingdom

**Division/Section/Service:** Goodwill Ambassadors Section, Global Communications Service, Division of External Relations (DER)

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

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

**Closing** **date for application**: n/a

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

Organizational context

Based within the Division of External Relations, the Goodwill Ambassador (GWA) Programme seeks to utilize celebrity and high profile support to leverage the fundraising, communications and advocacy goals of UNHCR.

Based in UNHCR’s offices in London, UK, this is a unique opportunity to gain experience within the UN system as part of UNHCR’s Division of External Relations, specifically working within the Goodwill Ambassador team. The role will provide insight and experience in communication and relationship management functions involving high profile supporters and digital influencers, as well as administration and team support within the context of an international humanitarian organisation. The role will work in partnership with a second intern within the team, supporting officers with the preparation, organisation and coordination of various projects such as the Nansen Refugee Award, as well as providing more general support to the team in terms of administrative & meeting support, preparation of reports and presentations, and content management. Social media plays a significant role in the team's work and an aptitude and interest in this area will be an advantage. Whilst assisting on projects and relationship work, it is important to also note the administrative elements of the role, included in the key tasks outlined below. The admin around tasks such as the following, as well as those outlined in the Duties and Responsibilities section below:

* Supporting Relations Officers on certain key UNHCR events and supporter missions, with logistical, creative and administrative elements including briefing packs, such as; GWA missions in Q3/Q4, Nansen, UNGA, ExCom
* Supporting with meetings and ensuring agendas and action notes are provided;
* Supporting with the planning and organising of events, skill shares, training etc.
* Drafting GWA presentations, copy, op-eds;
* GWA contracts and renewals – monitoring, drafting, updating GWA contracts and guiding Focal Points through the official process in line with the Toolkit and Guidelines
* Overseeing updating of GWA record sheets;
* Assisting on GWA annual planning and strategy, including meetings, documents and reporting processes;
* Supporting on media and social media related tasks, such as media list development and social media monitoring;
* Assisting with Refugees Media requests and metadata support;
* Archiving and filing;
* Additional ad hoc tasks as needed including supporting media outreach.

The position

The ideal candidate for the Goodwill Ambassador Team internship is a proactive and passionate about refugee protection and equipped with strong communication and organisational skills to support UNHCR’s fundraising, advocacy, and communication goals. This internship offers a unique opportunity to gain hands-on experience in the humanitarian sector.

Duties and responsibilities

* Assiting with the planning, execution and follow-up of projects, campaigns and missions, including participating in relevant meetings and helping to organise travel arrangements.
* Supporting event management, including liaising with various partners, organising logistics and prospecting.
* Support with storing and managing photo and video assets and managing approvals processes.
* Support with website edits.
* Preparing, drafting, and formatting documents and presentations as required.
* Online research relating to celebrity supporters and prospects.
* Supporting social media initiatives relating to celebrity supporters.
* Management of email, filing, and administrative duties as required.
* Complete ad-hoc tasks as assigned by colleagues and senior staff, including meeting support.
* Helping to draft creative pitch decks for relevant campaigns.
* Helping with media lists and pitching where required.
* Producing daily updates on relevant celebrity social media and digital activities.
* Media monitoring/social listening to identify trends.

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)Required qualifications and skills

* Excellent written and verbal communication and interpersonal skills are essential;
  + Demonstratable experience with online research and interest in media, social media, and communications industry.
* Eye for a good story.
* Strong team player.
* Experience with Microsoft Word, Excel, PowerPoint, and basic administrative skills.
* Knowledge of digital media, content management systems, or other web-based applications.
* Flexibility, organisational skills, ability to work quickly under pressure and juggle multiple tasks.
* A proactive approach to work with a proven ability to work independently and problem solve.

Other qualifications (if applicable)

* Background or interest in refugee issues and/or international relations welcome.
* An interest in sports, music, and social media desirable.
* An interest in the arts, influencers, sports, music, and social media desirable.

Conditions

It is a full-time role with working hours starting from 0930 am to 0500 pm, Monday to Friday (37.5 hours per week). The successful candidate will be assigned to support the team in ***the UNHCR office in London***.

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

Acquiring 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.

------------------------

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)