**Externally funded FELLOWSHIP**

**TERMS oF reference**

**I. Identification of the post**

Title: HR Business Process Optimisation Intern

Sector of assignment: Human Resources

Organizational unit: Benefits and Entitlements Services, Global Shared Services Centre

Country and Duty Station: Copenhagen, Denmark

Expected duration: 9 months.

Expected starting date:

Supervisor’s name: Shyamini Nair

Supervisor’s title: Human Resources Specialist

**II. CORPORATE BACKGROUND:**

UNDP works in about 170 countries and territories, helping to eradicate poverty, reduce inequalities and exclusion, and build resilience so countries can sustain progress. As the UN’s development agency, UNDP plays a critical role in helping countries achieve the Sustainable Development Goals.

As part of this commitment, UNDP adopted International Public Sector Accounting Standards (IPSAS) and established a Global Shared Service Centre (GSSC) to provide IPSAS transactional recording (in the areas of revenue, expenses and fixed assets), procurement, advisory and support services to UNDP Offices worldwide, and to provide training to UNDP Offices where needed. Human Resources services within the GSSC was set up earlier in 2003 in Copenhagen and it provides customized service packages to more than 40,000 UN personnel from agencies, funds and programmes across the UN System. GSSC-HR in Copenhagen has established a legacy as a major Human Resources administration centre within the United Nations and is recognized as a centre of excellence. The Global Shared Service Centre (GSSC) is part of the Bureau for Management Services (BMS).

**III. RECEIVING OFFICE BACKGROUND:**

The Benefits and Entitlements Services is a diverse team with 96 HR professionals in seven locations, Copenhagen being the largest location.

The team provides HR services from hire to end of contract, processes benefits and allowances to UN personnel in 40+ different UN organisations.

The team has a strong culture of client orientation, knowledge sharing and business process improvement. The team continuously strives to improve business processes leveraging IT tools. The fellow would be part of this team and acquire knowledge about shared services centres, human resources, IT tools, business process optimisation such as six sigma and other methodologies for business process reviews.

**III. DUTIES:**

Under the overall guidance and supervision of the Human Resources Specialist (HR) and functional coordination with the Manager, Benefits and Entitlements Services in the BES/GSSC, the fellow supports the business continuous improvement and maintenance of GSSC-HR’s service delivery. The fellow also ensures implementation of effective and client-oriented services pertaining to human resources management and promotes a collaborative and results-oriented approach, sharing knowledge and best practice.

The Intern/Fellow will assist in the following duties and responsibilities:

|  |  |  |
| --- | --- | --- |
| **No** | **Duties and responsibilities** | **% of time** |
| 1 | **Business process improvements**   * Analyse business areas and provide proposals for improvements * Supports the building of knowledge data bases and user content for UN personnel globally * Support the analysis of incoming HR enquiries and propose standardised responses for the database * Support the HR Specialist in review of business process review | **40 %** |
| 2 | **Communication**   * Support write-up/editing of user-centric process information, FAQs and guidance materials and online resources; * Provides inputs to regular newsletters, fact sheets, briefing notes and any other materials, as required. * Contributes to continuous updates and evolution of the GSSU-HR communication tools incl. GSSU-HR’s intranet and website with focus on utilizing the potential for internal communication, knowledge sharing and collaboration; * Works collaboratively with communication focal points in GSSU for inputs to regular newsletters, fact sheets, briefing notes and any other materials, as required. * Proposes new ways of communicating to UN personnel using modern technology | **40 %** |
| 3 | **Other:**   * Support other/ad hoc activities as seen relevant and needed. | **20%** |

**IV. REQUIREMENTS AND QUALIFICATIONS**

**Education:**

Candidates must meet one of the following educational requirements:

* currently in the final year of a bachelor’s degree; or
* currently enrolled in a postgraduate programme (such as a Master’s programme or higher); or
* have graduated no longer than 1 year ago from a university degree or equivalent studies.

Field of study: **Communications, Business administration, Human Resources, Public Administration, Political science** or equivalent.

**IT skills:**

* Knowledge and a proficient user of Microsoft Office productivity tools.

**Language skills:**

* English is required.
* Knowledge of other UN language is an advantage.

**Other competencies and attitude:**

* Interest and motivation in working in an international organization.
* Good analytical skills in gathering and consolidating data and research for practical implementation.
* Outgoing and initiative-taking person with a goal-oriented mind-set.
* Communicates effectively when working in teams and independently.
* Good in organizing and structuring various tasks and responsibilities.
* Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability;
* Responds positively to feedback and differing points of view.
* Consistently approaches work with energy and a positive, constructive attitude.