

INTERNSHIP TERMS OF REFERENCE

I. IDENTIFICATION OF THE POST

Title:	Operations Intern
Sector of assignment:	Operations
Organizational unit:	Global Shared Services Unit – Human Resources
Country and Duty Station:	Copenhagen, Denmark
Internship duration:	6 months
Supervisor's name:	Hanne Nyboe Rasmussen
Supervisor's title:	Operations Specialist (HR)

II. CORPORATE BACKGROUND:

UNDP works in about 170 countries and territories, helping to achieve the eradication of poverty, and the reduction of inequalities and exclusion. We help countries to develop policies, leadership skills, partnering abilities, institutional capabilities and build resilience in order to sustain development results.

UNDP is working to strengthen new frameworks for development, disaster risk reduction and climate change. We support countries' efforts to achieve the new Sustainable Development Goals, which will guide global development priorities through 2030. The key 2030 Agenda principle of leaving no one behind and stamping out inequality is at the core of everything we do.

UNDP focuses on helping countries build and share solutions in three main areas:

- Sustainable development
- Democratic governance and peacebuilding
- Climate and disaster resilience

In all our activities, we encourage the protection of human rights and the empowerment of women, minorities and the poorest and most vulnerable.

III. INTERNSHIP OFFICE BACKGROUND:

Based in Copenhagen, GSSU-HR is a part of UNDP's Bureau for Management Services (BMS). The Global Shared Services Unit (GSSU) currently includes two global shared service centers located in Copenhagen and Kuala Lumpur, delivering transactional services on behalf of Bureau of Management Services (BMS) functional units. It supports the mission and objectives of BMS including being effective, efficient and performance driven across functions, ensuring integration of services and eliminating duplication and redundancies of functions. The Centre in Copenhagen amongst others is responsible for HR, Benefits & Entitlements and Contract Management as well as Global Payroll Administration for personnel serving in 178 country locations.

The Operations Team supports the two units and acts as an efficient and client-oriented “go-to” team for implementation of activities. The Operations Team is, amongst others, responsible for delivery of services

related to financial management, procurement, inventory and asset management, travel and logistics as well as human resources management and protocol services.

The Operations Intern will work closely with colleagues in the Operations Team as well as other units in GSSU. The intern will also have the opportunity to collaborate with colleagues in other UNDP units in the UN City. Additionally, training will be provided, as required.

III. DUTIES:

The intern will assist in the following duties and responsibilities:

No	Duties and responsibilities	% of time
<i>In this section list the primary responsibilities and tasks of the position. (Include percentages for each duty.)</i>		
1	Administrative support <ul style="list-style-type: none">• Administrative support to meetings, conferences, workshops, retreats including contact with visitors and staff, meeting room reservations and arrangement of vehicle transports as applicable;• Assist the GSSU-HR Copenhagen Operations with DHL courier service and mail distribution;• Assist with maintenance of records on assets management, preparation of reports and support in asset certification processes;• Maintenance of files and records relevant to office maintenance as well as support on inventory management.• Ad hoc administrative support, as required.	30%
2	HR and Protocol Support <ul style="list-style-type: none">• Support HR Associate with recruitments (arrangement of written assessments, scheduling and booking interviews, preparation of recruitment folders and assistance with interview reports);• Assist with archiving and maintenance of the filing system (HR and Protocol) ensuring safekeeping of confidential materials;• Assist Administrative Assistant (HR) with updating staff lists related to residence permits and registration with Protocol;• Assist with preparation of letters to Protocol related to residence permits and ensure appropriate filing.• Assist with following up on protocol and/or visa matters with the Ministry of Foreign Affairs as required	35%
3	Other (Knowledge Management): <ul style="list-style-type: none">• Support the updating content (admin/operations/HR processes/other) for Knowledge Management site (SharePoint) of Standard Operating Procedures (SOPs), standard texts and “how to” guides;• Support communication activities;• Support other/ad hoc activities as seen relevant and needed.	35%

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 Master’s degree; or
- have graduated no longer than 1 year ago from a master’s degree or equivalent studies.

Field of study: Business Administration, Public Administration, or equivalent.

IT skills:

- Knowledge and a proficient user of Microsoft Office productivity tools;
- Knowledge of simple databases and filing systems.

Language skills:

- English required;
- Knowledge of other UN languages 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;
- Capable of managing own workload and good in organizing and structuring various tasks and responsibilities;
- Client orientation and excellent attention to detail;
- 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.

V. INTERNSHIP CONDITIONS

- UNDP internships are not remunerated. All expenses connected with the internship will be borne by the intern or her/his sponsoring entity;
- UNDP accepts no responsibility for costs arising from accidents and/or illness or death incurred during the internship;
- Interns are responsible for obtaining necessary visas and arranging travel to and from the duty station where the internship will be performed;
- Interns are not eligible to apply for, or be appointed to, any post in UNDP during the period of the internship;
- Interns must provide proof of enrolment in health insurance plan;
- Interns are not staff members and may not represent UNDP in any official capacity;
- Interns are expected to work full-time, but flexibility is allowed for education programmes;
- Interns need to obtain financing for subsistence and make own arrangements for internship, travel, VISA, accommodation, etc.