**Externally funded Internship/fellowship**

**TERMS oF reference**

**I. Identification of the post**

Title: **Recruitment/Knowledge Management Support Intern**

Sector of assignment: **Recruitment**

Organizational unit: **Global Shared Services Centre – Human Resources**

Country and Duty Station: **Copenhagen, Denmark**

Internship duration: **6** **months with possible extension**

Primary Supervisor’s title: **Recruitment Specialist**

**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, as an integral part of its mission to fight poverty and improve the lives of people around the world, is committed to being open, transparent and accountable. In 2015, as part of this commitment UNDP established a Global Shared Service Centre (GSSC) to ensure optimal and consistent provision of operational services in the areas of finance, HR, procurement, administration to UNDP Offices worldwide, and to provide training to UNDP Offices where needed. The Global Shared Service Centre (GSSC) is part of the Bureau for Management Services (BMS).

In the area of Human Resources, the GSSC supports both staff and management in UNDP offices and units, with the full cycle of HR services ranging from recruitment, talent management, learning and development, HR policy and advisory services, benefits and entitlements management, payroll and banking transactions.

**III. RECEIVING OFFICE BACKGROUND:**

The GSSC is a part of UNDP's Bureau for Management Services (BMS). The Global Shared Services Centre (GSSC) currently includes two global shared service centres 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 Job Classifications, Recruitments, Benefits & Entitlements and Contract Management as well as Global Payroll Administration for personnel serving in 178 country offices and territories.

The Recruitment Team in the Global Human Resources Service Centre is responsible for the transparent implementation of the recruitment of international professionals and locally recruited national personnel for all UNDP Country Offices worldwide.

The Recruitment/Knowledge Management Support Fellow will work closely with colleagues in the GSSC Recruitment Teams. S(he) will also collaborate closely with colleagues in other GHRSC Regional Centres. Training related to the functions will be provided. Participation in unit-wide training opportunities will be supported, as required.

**III. DUTIES:**

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

|  |  |  |
| --- | --- | --- |
| **No** | **Duties and responsibilities** | **% of time** |
| *In this section list the primary responsibilities and tasks of the position.  (Include percentages for each duty.)* | | |
| 1 | **Knowledge Management**   * Support the creation and upload of documents to the Knowledge Management site (SharePoint) of Standard Operating Procedures (SOPs), standard texts and “how to” guides; training resources, policy decision, checklists, SLAs, CO specific info etc. * Liaise with other GSSC Regional Recruitment Teams to ensure uniformity of knowledge management activities. * Review the existing GSSC knowledge management tools, systems and content to identify the existing gaps; * Create simple training guides, one-pagers, presentations, etc. targeting both internal and external users; * Facilitate knowledge-building and sharing support ; * Other support in the area of knowledge management as required. | **40%** |
| 2 | **Communications**   * Support the creation and write-up/editing of user-centric process information, FAQs and guidance materials, presentations and online resources for clients and partners; * Assist with business analytics for reporting and communication purposes; * Support the creation and maintenance of internal SharePoint pages’ information on GSSC Recruitment Team and services; * Support the analysis of incoming enquiries and assist in streamlining standardised responses for the common repository; | **40%** |
| 3 | **Recruitment Services support**   * Support team with scheduling and booking interviews, taking interview minutes and preparation of recruitment folders and conduct reference checks etc. * Facilitate and manage audio/video virtual calls to ensure the smooth running of the interview processes; * Support process of accurately reflecting the decisions and discussions of interview panel during the interview deliberations * Assist with archiving and maintenance of the filing system ensuring safekeeping of confidential materials for future references/audits. | **15%** |
| 4 | **Other:**   * Support other/ad hoc activities as seen relevant and needed. | **5%** |

**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, Human Resources, Communications or equivalent.

**IT skills:**

* Strong IT skills and excellent knowledge of office software packages (e.g. Microsoft Office suite: PPT, Word, Excel, Outlook, Teams, Streams, Forms, SharePoint);
* Knowledge of simple databases and filing systems;
* Knowledge of Business Intelligence tool and approaches (Power BI) would be an advantage;
* Knowledge of online survey tools is desirable.

**Language skills:**

* Fluency in English required
* Knowledge of other Spanish, French or Arabic 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.