**Externally FUNDED Internship/Fellowship   
TERMS oF reference**

**I. Identification of the post**

Title: **HR/Operations Knowledge Management** **Intern**

Sector of assignment: **Knowledge Management**

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

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

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

Primary Supervisor’s name: **Susan Bocardo**

Primary Supervisor’s title: **HR Specialist (Operations)**

**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, GSSC-HR is a part of UNDP's Bureau for Management Services (BMS). The Global Shared Services Centre (GSSC) delivers 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 GSSC HR/Operations team supports the GSSC units in Copenhagen 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. This back-office support is extended to colleagues in the regional locations: Addis Ababa, Amman, Bangkok, Dakar, Istanbul, and Panama City.

The GSSC HR/Operations team works in close cooperation with the many GSSC teams such as Global and Local Benefits and Entitlement Services teams, Global Payroll Services, the Kuala Lumpur Operations team, GSSC Managers and the GSSC Directorate to facilitate support and assistance to GSSC colleagues. The GSSC HR/Operations team engages in many GSSC related activities such as recruitment of GSSC staff and personal and is also responsible for structuring and coordinating a wide range of GSSC HR and operational support in Copenhagen and in the regional locations.

The HR/Operations KM Intern will work closely with colleagues in the GSSC/HR Operations Team as well as other units in GSSC. The Fellow will also have the opportunity to collaborate with colleagues in other UNDP units in the UN City. Training related to the functions will be provided. Participation in unit-wide training opportunities will be supported, as required.

**III. DUTIES:**

The Intern 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**   * Optimize and update the knowledge management tools, materials and tracking files related to HR and Operations services to facilitate knowledge sharing among team members and new joiners, as well as for clients and partners. * Review the existing GSSC knowledge management tools, systems and content to identify the existing gaps; * Support GSSC HR/Operations in documenting so far not captured knowledge and practices (SOPs, Wiki and knowledge articles, “how to” guides, standard emails/communications) and putting those into required format used by GSSC KM team; * Liaise with GSSC other units to ensure uniformity of knowledge management activities. In addition, ensure synergies with the GSSC units on the new knowledge management system without compromising the GSSC HR/Operations requirements; * 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. | **35%** |
| 2 | **Communications**   * Create and update communication materials such as graphics/videos/ presentations for communication with clients and partners; * Maintain internal and external website(s), SharePoint pages’ information on GSSC HR/Operations services; * Help developing written and audio-visual materials for GSSC HR/Operations services pages; | **35%** |
| 3 | **Evaluation:**   * Provide support in designing, conducting and analyzing results from Client Satisfaction Surveys and other data analysis, surveys related to GSSC HR/Operations services by using MS forms and Online tools. * Support in creating KPIs, Service/Case management tools. * Assist in developing high quality and interactive dashboards in Power BI with advanced tools and techniques. * Support other/ad hoc activities as seen relevant and needed. | **30%** |

**IV. REQUIREMENTS AND QUALIFICATIONS**

**Education:**

Candidates must meet one of the following educational requirements:

* Full-time degree student in a higher education institution; in the final year of a Bachelor’s degree or currently enrolled in a Master’s degree.

Field of study: ICT, Communications, Business Administration, Public Administration 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;
* Communications background would be an asset;
* 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.