



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

Terms of Reference

Private Sector Partnerships (PSP) Unit

Internship

UNHCR, the UN Refugee Agency, is offering an internship position within the *PSP Regional unit* in *Dubai, UAE*.

Established in December 1950, UNHCR is mandated to lead and coordinate international action to protect and assist refugees. In more than five decades, UNHCR has helped more than 50 million people restart their lives. Today, UNHCR staff in more than 130 countries continue to help and protect millions of refugees, returnees, internally displaced and stateless people.

UNHCR is a global organization dedicated to saving lives, protecting rights and building a better future for refugees, forcibly displaced communities and stateless people. Every year, millions of men, women and children are forced to flee their homes to escape conflict and persecution. We are in over 130 countries, using our expertise to protect and care for millions.

Title: PSP Operations Intern

Duty Station: Dubai

Duration: 6 Months (with possible extension for 2 months)

Contract Type: Internship (monthly allowance will be provided, as per UNHCR policy)

Closing date: 8 June 2022

Start date: 20 June 2022

Salary: USD 1000/month

Organizational context:

The PSP unit in Dubai is primarily focused on raising funds and awareness from the private sector across the UAE. This is done both online and offline and with a wide range of partners to include high net worth individuals, corporations, and foundations. Based in the UAE the PSP unit focuses on advocating for refugees and other people of concern using multiple channels of engagement, such as digital and direct relationship management.

The position:

We are seeking a dynamic and proactive team player to complete a six-month internship within UNHCR's PSP unit.

The PSP unit works to raise the profile of UNHCR among the private sector, enhance the image of UNHCR internally and works across UNHCR divisions, sections and the field to promote an integrated approach and to inspire engagement with the public (individuals, corporations and foundations).

You will work closely with the Operations and Admin teams of the private sector partnerships section. The primary objective of this role is to support colleagues within this unit in documenting process flows and SOPs and other documents that will be posted on a shared library. The goal from this exercise is to have one location that contains all the necessary information that will provide successors and new joiners the necessary tools to carry out tasks with minimal onboarding and training time required.

This exercise will also give the operations unit the opportunity to review certain processes and update them as needed.

A typical workday for the intern will be to sit with each focal point and observe their work and draft the process for each core activity, with the aim of developing one to two pages maximum of the steps to carry out each activity.

Proficiency in basic MS office is a must, experience with MS Teams and Share point would be of an added value.

The selected candidate will gain incredible insight into the back-end operation of a UNHCR field office and will acquire a strong understanding of all the different units that make PSP MENA work, as well as other UNHCR units outside of PSP.

With your support, PSP MENA will be able to streamline its back-end processes, reduce training time, thus enabling the operations unit to better serve the PSP unit in a timely, stress free manner for years to come, considering the work you produce will be archived for future implementation.

Duties and responsibilities:

Under the overall supervision of PSP Operations Associate, the main tasks of the PSP Operations Intern will be the following:

- Provide support to Operations and Admin teams by drafting process flows, SOPs and other documents related to each task that is carried out by the team.

- Organizing the finalized and approved documents in a user-friendly indexed manner and to be uploaded onto SharePoint using the same filing system.
- Understand the PSP Operations team as a whole and learn about the daily tasks that are carried out to gain insight on the importance of these tasks and be able to make recommendations on the design and layout of the documented processes.
- Create a template for documenting processes that may be used by other PSP units in the region.
- Other tasks as required.

Essential minimum qualifications and professional experience required:

- A University degree (BA) in Business Administration, Finance, Office Management, Human Resources or another related field.
- Have excellent communication skills with strong interpersonal and negotiation skills.
- Be fluent in English, with advanced writing and editing skills.
- Capable of building and maintaining simple databases and filing systems.
- Have good experience using the Microsoft Office suite (Teams, Outlook, Word, Excel, and PowerPoint)
- Demonstrate a genuine desire to learn and develop.
- Be highly organized and have good attention to detail.
- Be able to multi-task and to prioritize workload.
- Be a flexible, team-player.

Location:

The successful candidate will be based with the team in Dubai. Our Office is in International Humanitarian City, near Al Maktoum Airport on the E311 highway.

Conditions:

Applicant should be recent graduate or current student who has completed at least two years of undergraduate studies. Recent graduates are to be considered those persons who completed their studies within one year of applying for an internship with UNHCR.

An individual whose father, mother, son, daughter, brother or sister is a staff member of UNHCR, including a Temporary Appointment holder or a member of the Affiliate Workforce, is not eligible for an internship.

Selected candidates will have to arrange for their own residency visa in UAE. Candidates holding valid residency UAE visa are encouraged to apply. Kindly mention your residency status in Application.

The internship is for six months (with possible extension for 2 months) and the start date will be in June 2022. It is a full-time role with working hours starting from 8am – 4:30pm (with 30 mins lunch break) Monday to Thursday & 8am to 12pm (no lunch break) on Friday.

Recruitment as a UNHCR staff member and engagement under a UNHCR affiliate scheme or as an intern is subject to proof of vaccination against Covid-19.

Allowance:

Interns who do not receive financial support from an outside party will receive an allowance to partially help to cover the cost of food, local transportation and living expenses.

To apply:

Interested applicants should submit their letter of motivation, Personal History Form (P11), and CV to SAURIHR@unhcr.org indicating ***PSP Operations Intern*** in the subject of the email. P11 forms are available at www.unhcr.org/recruit/p11new.doc