

Terms of Reference (ToR)

Information Management Internship opportunity with UNHCR Country Office Sarajevo (Communications Unit)

1. Introduction

The Office of the United Nations High Commissioner for Refugees (UNHCR) Representation in Bosnia and Herzegovina, Country Office Sarajevo, is currently looking for a talented and motivated candidate, with an outstanding interest to perform an internship in the field of information management.

UNHCR started its operations in Bosnia and Herzegovina during the war, with one of the biggest relief operations ever organized. Since 1992, UNHCR has been the leading agency with regard to humanitarian assistance and protection of displaced persons in BiH. Today, UNHCR continues to support the implementation of Annex VII of the Dayton Peace Agreement which aims to enable access to their rights for internally displaced people and returnees. UNHCR also supports the rights of asylum-seekers and refugees and assists the authorities in developing a functional asylum system in Bosnia and Herzegovina, in line with international standards. Additionally, the Office assists the authorities to address statelessness issues and works to prevent, identify and reduce statelessness in BiH.

2. Time of the engagement

- The internship will be initially granted for a period of two months and could be extended, subject of operational needs, available budget and successful performance, up to the maximum duration of eight months;
- The internship is on a full-time basis;
- The starting date of the internship is 3rd January 2022.

3. Description of activities

The Information Management Intern will work in the Communication Unit of UNHCR Representation in BiH, duty station Sarajevo. In particular, s/he will contribute to the following tasks:

- Assist in the implementation and operationalization of the country/operation-specific Information Management/Data gathering strategy and standards and promote them with partners;
- Provide technical Information Management support to Needs Assessment processes, specifically data collection, processing, analysis of processed data and information and perform information quality and consistency control;
- Participate in the Information Management working group or ad hoc sessions;
- Produce and update information products such as charts, infographics, maps and thematic profiles to support planning, monitoring, communication, knowledge management and decision-making needs;
- Provide support to monitoring activities, including on-line monitoring tools;
- Any other responsibilities/functions deemed necessary or as delegated by the direct supervisor.

Expected deliverables:

In alignment with the scope of work as described above, the intern will be expected to perform the following activities and deliverables. A workplan and schedule will be agreed upon at the onset of the internship Programme as well as on a monthly basis:

- Monthly progress reports focusing on key areas of responsibility as described above, including

outlining lessons learned from the data collection and maintenance and analysis of the challenges and opportunities;

- Comprehensive documentation of monitoring activities;
- Creation of at least a minimum of one dashboard, fact sheet, presentation and other useful infographics using collected data every month.

4. Eligibility

In order to be considered eligible for an internship, the following criteria must be fulfilled:

- Be a recent graduate (persons who completed their studies within one year of applying for an internship with UNHCR) or be a current student in a graduate/undergraduate school programme from a university or have completed at least two years of undergraduate studies in the field of Information Technology, Mathematics, Statistics or another relevant field;
- 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 with UNHCR.

Essential Minimum Qualifications Required

- National of BiH or a holder of a valid residence permit in BiH;
- Advanced Excel skills and good written and oral communication capacity;
- Fluency in English and official languages in Bosnia and Herzegovina;
- Autonomy in work and readiness to work as a team member;
- High level of interest and motivation.

Desirable Qualifications

- Knowledge of SharePoint Online or similar collaborative software;
- Experience with handling confidential data and demonstrated understanding of different data collection methodologies;
- Familiarity with UNHCR mandate in BiH.

5. Application process

Your CV and a motivation letter in English, certified copies of diplomas or proof of enrolment in graduate/undergraduate studies, including recommendation letter from the graduation educational institution, should be sent by e-mail to bsnvacancies@unhcr.org. In the subject line please indicate “UNHCR BiH Information Management Internship 2021”. **Deadline for application: 26 December 2021, 23:59 CET.**

Due to a large number of applications, only short-listed candidates will be contacted and invited for the panel interview.

6. Administrative Note

- UNHCR provides a Food and Local Transportation Allowance to those interns who do not receive financial support from an outside party (non-sponsored interns);
- Doctor's certificate attesting to interns' good health must be submitted to UNHCR prior to the start date of the internship;
- Interns are fully responsible for arranging their own medical insurance covering the full internship period. Copy of proof of a valid medical insurance covering the period of the internship must be provided to UNHCR.



UNHCR

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

7. Supervision

With the guidance of the intern's designated supervisor, work plans are to be discussed and agreed once the internship begins.

8. Subsequent Employment by UNHCR

An internship with UNHCR does not create any expectation or entitlement to employment with UNHCR at the conclusion of the internship.

Sarajevo, 16 December 2021