

## Terms of Reference (ToR)

### Communications and 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 in human rights and refugee law and policies, to perform as a Communications and Information Management intern in the Communications Unit.

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 an initial two months and could be extended, subject to operational needs, available budget and successful performance, up to a maximum internship's duration of eight months;
- The internship is on a full-time basis;
- The starting date of the internship can be immediate, or latest by 20 April 2023.

#### 3. Description of activities

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

##### Communications

- Assist in preparation and organization of events and campaigns, including providing logistical support as well as PR support in promoting events;
- Help with the content development for websites for UNHCR and for the UN Country Team and social media;
- Using WordPress and other CMS, support in updating online platforms and websites;
- Assist in regular updates of social media;
- Support in writing and editing communications materials, including occasionally audiovisual materials, newsletters, infographics, presentations and similar;
- Support Communications Unit and the UN Communication Working Group in implementation of joint activities with other UN agencies;
- Support in drafting of various reports;
- Assist in developing occasional media monitoring reports;
- Update the communication databases such as contacts lists;
- Organize and update the communications filing system.

### **Information management**

- Assist in data entry, data management and data analysis, 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;

### **General responsibilities**

- Provide administrative and logistical support to the UNHCR Communication Unit and to the UN Communication Group, including with organizing events, meetings, visits and taking meeting notes;
- Provide occasional translations (English-BHS) when needed;
- Providing occasional support to other units when needed and when agreed with supervisor;
- Perform any other duties as required and as delegated by the direct supervisor.

### **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 at the last year of a graduate/undergraduate school programme from a university in the field of Communications, Mass Communications, Journalism, Political Sciences, 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.

### **5. Essential Minimum Qualifications Required**

- National of BiH or a holder of a valid residence permit in BiH;
- Good computer literacy (MS Office – Word, Excel, Power Point) and excellent written and oral communication skills;
- Fluency in English and languages in Bosnia and Herzegovina;
- Strong organizational and analytical skills;
- Strong communication skills;
- Autonomy in work, sense of initiative and readiness to work as a team member;
- High level of interest and motivation.

### **6. Desirable Qualifications**

- Interest/experience in Public Relations, organization of events, media relations and similar;
- Experience in websites management using WordPress or other CMS would be an advantage;
- Good understanding and skills in social media;
- Interest in refugee and asylum-related issues, including international and EU norms and standards;
- Interest/experience in Information Management, data base entries, and similar;
- Experience with handling confidential data and understanding of different data collection methodologies;
- Familiarity with UN and UNHCR work and mandates;

### **7. Application process**

Your CV and a motivation letter in English and certified copies of diplomas or proof of enrolment in graduate/undergraduate studies should be sent by e-mail to [bsnvacancies@unhcr.org](mailto:bsnvacancies@unhcr.org). In the subject line please indicate “UNHCR BiH Communications Internship 2023”. **Deadline for application: 26 March 2023, 23:59 CET.**

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



**UNHCR**

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

### **8. 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);
- The successful candidate will be based with the team in UNHCR BiH, Sarajevo,
- 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.

### **9. Supervision**

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

### **10. 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, 3 March 2023