



# UNHCR

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

## Terms of Reference

### Project Support Internship

Goodwill Ambassador Section (GWA), Global Communications Service (GCS),  
Division of External Relations (DER)

UNHCR, the UN Refugee Agency, is offering a Project Support Internship within the Goodwill Ambassador Section (GWA) in the London office.

UNHCR is a global organisation 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 125 countries, using our expertise to protect and care for millions.

This is a unique opportunity for the right person to join a high performing team and develop their career in working with influencers for the furtherance of humanitarian goals.

- Title:** Goodwill Ambassador Team – Project Support Intern
- Duty Station:** London, UK
- Duration:** 3<sup>rd</sup> February 2020 – 7<sup>th</sup> August 2020
- Contract Type:** Internship (Full time 09:00 to 17:30 Monday to Thursday and 09:00 to 15:00 on Fridays)
- Closing date:** 11:59 (BST) on 5<sup>th</sup> January 2020. Written test will take place on 7<sup>th</sup> January 2020 and interviews on 9<sup>th</sup> January 2020

### Organisational context

Based within the Division for External Relations, the Goodwill Ambassador (GWA) Section seeks to utilise celebrity and high profile support to leverage the strategic communications, fundraising and advocacy goals of UNHCR.

### The position

Based in UNHCR's offices at London, England, this is a unique opportunity to gain experience within the UN system as part of UNHCR's Division of External Relations, specifically working within the Goodwill Ambassador team. The role will provide insight and experience in communication and relationship management functions as well as administration and team support within the context of an international humanitarian organisation. It sits alongside a second intern role, focused more on PR & Social Media, including administrative duties.

The role of the Project Support Intern will involve supporting the external relations officers with the preparation and organisation of projects involving high profile supporters, including World Refugee Day, the #WithRefugees Campaign and the Nansen Refugee Award. The role will also involve

working in partnership with the PR/ social media intern, assisting with the coordination of various logistical aspects of each project.

## Duties and responsibilities

- Assisting with the planning, execution and follow-up of projects and missions, including helping to organise travel arrangements, drafting research and attending relevant meetings
- Supporting event management, including liaising with various partners, organising logistics and prospecting
- Support with storing and managing photo and video assets
- Preparing, drafting and formatting documents and presentations as required
- Online research relating to celebrity supporters and prospects
- Supporting social media initiatives relating to celebrity supporters
- Management of email, filing, and administrative duties as required
- Complete ad-hoc tasks as assigned by colleagues and senior staff, including meeting support

## Essential minimum qualifications and professional experience required

### Education

- You must be a recent graduate or current student in a graduate/undergraduate school programme from a university or higher education facility accredited by UNESCO.
- You must have completed at least two years of undergraduate studies in a field relevant or of interest to the work of the organisation.

### Required skills & Competencies

- Excellent written and verbal communication and interpersonal skills are essential
- Strong experience with online research and knowledge of digital and social media essential with an ability to draft social media posts
- An interest in identifying suitable media pitching and placements in media outlets with an understanding of this process
- Eye for a good story
- Strong team player
- Experience with Microsoft Word, Excel, PowerPoint and basic administrative skills
- Flexibility, organisational skills, ability to work quickly under pressure and juggle multiple tasks essential
- A proactive approach to work with a proven ability to work independently and problem solve
- Background or interest in refugee issues and/or international relations welcome
- Fluency in English required; a second UN language welcome, notably French, Spanish and/or Arabic
- Strong communicator, including advanced writing and editing skills
- Strong research skills
- Knowledge of digital media, content management systems or other web based

- applications
- Available to work full time (35 hours) for a six-month period

## Location

The successful candidate will be based with the team in London office.

## Conditions

It is a full-time role. 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.

## To apply

Interested applicants should submit their letter of motivation, UNHCR Personal History Form (PHF) and CV to [peytonjo@unhcr.org](mailto:peytonjo@unhcr.org) and [gwa@unhcr.org](mailto:gwa@unhcr.org) indicating “Goodwill Ambassador Project Support Internship” in the subject of the email. Please ensure you indicate how your skills and experience relate to the duties required. UNHCR Personal History Forms are available at [PHF Form](#) / [Supplementary Sheet](#).

The UNHCR workforce consists of many diverse nationalities, cultures, languages and opinions. UNHCR seeks to sustain and strengthen this diversity to ensure equal opportunities as well as an inclusive working environment for its entire workforce. Applications are encouraged from all qualified candidates without distinction on grounds of race, colour, sex, national origin, age, religion, disability, sexual orientation and gender identity.

**Please note that we are unfortunately unable to notify applicants who have not been selected for interview.**