

**UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES**  
**INTERNSHIP VACANCY NOTICE**

**Organizational Unit:** Digital Workplace and Knowledge Unit, Digital Service, Division of External Relations, UNHCR

**Title:** Digital Engagement Intern (Communities engagement)

**Duty station:** Budapest, Hungary

**Duration of the internship:** 6 months

**Expected start date:** 01 July 2022 – 31 December 2022

**Background information/Organizational Context**

UNHCR, the UN Refugee Agency, 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 125 countries, using our expertise to protect and care for millions.

Established in December 1950, the Office of the United Nations High Commissioner for Refugees (UNHCR) is mandated to lead and coordinate international action to protect and assist refugees and other persons of concern. For more than six decades, UNHCR's work has helped over 50 million refugees restart their lives. UNHCR teams are in the field in over 125 countries, using their expertise to protect and care for nearly 65 million people who have been forced to flee their homes.

The internship position sits in UNHCR's Division of External Relations, Digital Service, Digital Workplace and Knowledge Services Unit (DWK).

The DWK unit is responsible for the coordination of content and overview of the information structure of the Digital Workplace's intranet, communities of practices and internal digital engagement supporting the UNHCR workforce.

The future Digital Workplace will enable colleagues to work from anywhere in a way that seamlessly transcends the physical workplace. In effect, getting work done and meeting with colleagues should be as frictionless as possible regardless of physical location and device.

This digital hub will introduce the intranet as a gateway to all core systems required by those working for UNHCR. This hub would also feature intelligent capabilities based on the currently signed in user, ensuring that in addition to corporate content, targeted and tailored information, bots, tools, and links would be available based on role, location, and other relevant criteria. The new digital workplace will take advantage of machine learning and AI and lead to greater workforce efficiency.

The Digital Engagement Intern will report to the Senior Digital Engagement Officer and assist the Digital Workplace and Knowledge Services team with digital engagement of communities of practices.

**Duties and Responsibilities**

- Assist in developing and implementing key actionable digital impact reporting documents relevant to DWK. This will require the collection of data across multiple sources creating reporting dashboards (PowerBI), and providing actionable insights on all applicable online performance metrics globally;
- Assist in developing and updating online community platforms;

- Liaise with colleagues within UNHCR to identify possible online engagement practices;
- Collect user feedback from Yammer, Microsoft Teams and SharePoint sites;
- Act as a helpdesk for user queries;
- Keep abreast of developments in the digital landscape that may enhance engagement;
- Any other related duties as required.

#### **Essential skills and experience**

- Education and experience in Digital Communications (social media, web, etc.) (required)
- Experience of digital measurement metrics, and producing online performance reports (required)
- Advanced Excel skills and experience using Microsoft Office (required)
- Good understanding of current online/digital technology (required)
- Experience with site analytics platform Google Analytics (required)
- Quick learner who is self-motivated, has a positive approach and eager to grow their capabilities (required)
- Strong writing skills and technological literacy and ability to use a wide range of web related applications (required)
- Strong interpersonal skills and ability to maintain effective working relationships with people in a multicultural, multi-ethnic environment with sensitivity and respect for diversity (required)
- Excellent verbal and written skills, with a precise attention to detail (required)

#### **Desirable qualifications and skills**

- Research, Reporting and Communication skills.
- Knowledge of design software a plus (e.g. Photoshop, InDesign) /Basic Photoshop skills would be an asset.
- Good understanding of O365
- Passion for working in an organization that aims to protect people forced to flee
- Interest in the humanitarian cause.
- Excellent interpersonal skills.
- Meticulous attention to detail.
- Effective in time management.
- Organizational abilities.

#### **Language**

- Fluency in written and spoken English is essential

Working knowledge of French, Arabic and/or Spanish would be an asset.

#### **Eligibility**

In order to be considered for an internship, candidates must meet the following eligibility criteria:

- Recent graduate (those persons who completed their studies within one year of applying) or current student in a graduate/undergraduate school programme from a university or higher education facility accredited by UNESCO; and
- Have completed at least two years of undergraduate studies in a field relevant or of interest to the work of the Organization.

- The candidate must be legally present in Hungary at the time of application as UNHCR is not in a position to support a visa or related application on behalf of the candidate.

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.

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.

### **Location**

The successful candidate will be based at the UNHCR Headquarters in Budapest, Hungary.

### **Conditions and Allowance**

It is a full-time role with working hours starting from 9.00am to 6:00pm Monday to Friday (40 hours per week).

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.

### **Applications**

If you wish to be considered for this vacancy, please submit your application by e-mail with “LAST name – Digital Engagement Intern (Communities engagement)” in the subject line to: [hqdermu@unhcr.org](mailto:hqdermu@unhcr.org) by 7 July 2022 (midnight Budapest time, CET).

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