

February 2024

Title: Human Resources Intern

Bureau/Dept/Unit: GS/HRMD

Supervision: Ulrika Martinius, Deputy Chief, HRMD

Duration: 6 to 11 months maximum

Location: ITU Headquarter

ITU is the United Nations specialized agency for information and communication technologies – ICTs.

We allocate global radio spectrum and satellite orbits, develop the technical standards that ensure networks and technologies seamlessly interconnect, and strive to improve access to ICTs to underserved communities worldwide.

ITU is committed to connecting all the world's people – wherever they live and whatever their means. Through our work, we protect and support everyone's fundamental right to communicate.

Today, ICTs underpin everything we do. They help manage and control emergency services, water supplies, power networks and food distribution chains. They support health care, education, government services, financial markets, transportation systems, e-commerce platforms and environmental management. And they allow people to communicate with colleagues, friends and family anytime, and almost anywhere.

With the help of our global membership, ITU brings the benefits of modern communication technologies to people everywhere in an efficient, safe, easy and affordable manner.

ITU membership reads like a Who's Who of the ICT sector. We're unique among UN agencies in having both public and private sector membership. So in addition to our 193 Member States, ITU membership includes ICT regulators, many leading academic institutions and some 700 tech companies.

In an increasingly interconnected world, ITU is the single global organization embracing all players in this dynamic and fast-growing sector.

1. **Organizational Unit**:

The General Secretariat directs all the administrative and financial aspects of the Union's activities, including the implementation of the provisions of the administrative regulations on operational questions, the dissemination of information on telecommunication matters for operational and other purposes, the provision of legal advice to the Bureaux of the Union and the departments of the General Secretariat, logistic support to the Union's activities including conferences, the coordination of the work of the Union with other international organizations, the dissemination of information to the Member States and Sector Members, press, corporate and individual users of telecommunications and the general public. The General Secretariat is also responsible for the organization of world telecommunication exhibitions and forums.

Within the General Secretariat, the Human Resources Management Department (HRMD) advises the Secretary General on human resources management. It manages ITU's resources ensuring consistency with ITU strategies, policies, regulations and rules as well as UN Common System policies. It efficiently manages the human capital of the Union; creates a stimulating and supportive work environment and encourages organizational creativity and performance measurement based on results.

|  |
| --- |
| 1. **Organizational context:** (Describe the organizational setting of the post and the purpose of the post as well as any supervision given or received)   This is an opportunity to join a multidisciplinary human resources team. The interns will report to the Deputy Chief, Human Resources Management Department. He/she will contribute to initiatives and projects in human resources. |

## **Terms of Reference / Internship Objective:**

Under the supervision of the Deputy Chief, the Human Resources Management Department

(HRMD), the intern will:

* Support the development of human resources projects and new initiatives, such as developing strategies to promote gender equality, disability inclusion, and risk management.
* Conduct substantive research and analysis on matters related to business process reengineering and business intelligence. Prepare draft recommendation reports and develop new methodologies and/or procedures and/or processes to be implemented.
* Supporting the improvement of business processes to maximize efficiency and simplify procedures.
* Be part of the working group to define and analyze the ITU-wide staff surveys.
* Contribute to developing and maintaining an internal communication plan, including

disseminating projects or initiatives.

* Develop creative and effective communication material in the context of projects.
* Support in HR policy background review and compiling policies from other UN and other

entities, ensuring they align with best practices.

* Contribute to the design and organization of training programs to enhance the capabilities

of the workforce. Support in evaluating training program effectiveness and gathering

feedback for continuous improvement.

1. **Competencies**

**Technical Competencies** *(Examples of technical competencies are knowledge of regulatory frameworks, ERP or project management methodologies, etc.):*

* Excellent analytical, research and drafting skills
* Proficient in forming opinions and providing conclusions and recommendations
* Strong teamwork and flexibility
* High level of discretion and ability to handle confidential and sensitive material
* Advanced computer skills, familiar with Microsoft Office applications and other relevant IT programs/applications

1. **Qualifications required**
2. **Education**:

Enrollment in a university degree program or possession of a university degree, preferably in human resources management, law, psychology, business administration, or a related field.

1. **Work experience**:

No work experience is required.

1. **Languages:**   
   Fluency in oral and written English is a requirement. Good knowledge of French would be an advantage.
2. **Training and Learning Elements:**

The candidate will acquire excellent knowledge and experience of:

* understanding of ITU, its structure, and its ongoing HR work;
* valuable professional experience in human resources, especially in staff working conditions, re-engineering, business intelligence;
* in-dept knowledge of the challenges of human resources in a multicultural environment and an international organization;
* a comprehensive understanding of the United-Nations principles human resources;
* advanced drafting and writing skills in an international context; and,
* exposure to managers and staff members of an international organization.

Learning will be structured and will take place through ITU meetings and/or workshops, by studying ITU reports, surveys, studies, or activities-related processes, by mentoring/coaching/on-the-job training.

The post holder will be attached to a direct supervisor who will provide learning opportunities by the following means:

* on-the-job training/hands-on training
* e-learning
* mentoring
* classroom training
* participation in meetings

1. **Additional information** *(Additional space for comments that have not been mentioned in the above sections, if any.)*

Please note that internship position at ITU does not carry the same conditions of employment as a Short-term or a Fixed-term position. Mandatory Medical Insurance, travel expenses, accommodation and living expenses are the responsibility of the interns or sponsoring institutions.

The internship will be carried out on-site.