



Sankt Eriksgatan 46
Stockholm, Sweden
112 34
www.unicef.org/innovation

TERMS OF REFERENCE

HR Internship - Learning & Performance – UNICEF Office of Innovation

Project Title: HR Internship - Learning and Performance – Office of Innovation

Division: Operations/ HR

Location: Stockholm, Sweden or Remote

Intern Supervisor: HR Specialist

Duration of Internship: 24 weeks (6 months)

Part-time or Full-time: Full-time

Start Date: 8 January 2024

Background

About UNICEF: For 75 years, UNICEF has been at the forefront of innovation, dedicated to improving the lives of children worldwide. We firmly believe that pioneering approaches, strategic partnerships, and cutting-edge technologies are essential to advancing the well-being of every child, everywhere.

About the Office of Innovation: The UNICEF Office of Innovation is a dynamic, collaborative, and agile team within UNICEF. We occupy a unique space where a global organization addressing critical world issues intersects with the innovative thinking, technology, and partnerships that can transform this vision into scalable solutions.

UNICEF's Office of Innovation fulfills its mission by:

1. **Engaging with the Youth Generation:** We collaborate with young individuals who serve as co-shapers, designers, and catalysts for social change in their communities. They set the pace of change for the well-being of generations of children to come.
2. **Driving Change for Children:** We adopt an entrepreneurial mindset to harness swiftly evolving innovations and apply them to meet the diverse needs of all children.
3. **Forging Innovative Partnerships:** We create novel models of partnership that leverage the core values of both public and private sectors. Together, we become a collective force capable of delivering rapid and lasting results for children.

Main Duties / Responsibilities

As an HR Intern working with the Office of Innovation, you will have the unique opportunity to contribute to our mission of innovating for children. Under the supervision of the HR Specialist your role will involve 2-fold: Playing a pivotal role in supporting the Learning and Performance Portfolio.

Learning

- Supporting process to conduct Learning needs assessment and development of Learning strategy and plan 2024-2025.
- Supporting the HR Specialist and the office Learning Committee to allocate/prioritize resources; enhance training programmes including identifying training needs across the office, collecting, and analyzing data to assess training effectiveness, participating in discussions to identify opportunities for improvement.
- Helping to organize and facilitate training workshops and refreshers. This involves coordinating logistics, scheduling sessions, and ensuring that all necessary resources are available for successful training delivery.
- Assisting on providing communication regarding Learning by sending informative emails to staff, ensuring that HR updates, training schedules, and other important information are effectively communicated.
- Guide individual learning process (and screen learning requests). Support on learning assessment approach and develop metrics.
- Supporting the preparation of Learning presentations, encompassing tasks such as creating presentations, gathering data, and ensuring the overall quality and coherence of presentation materials. Developing library of learning materials and resources/links
- Planning learning events. Working on initiatives to collect and analyze feedback from staff regarding training programmes. Designing surveys or feedback mechanisms to evaluate the effectiveness of learning initiatives and identify areas for improvement.
- Helping in generating reports on training completion rates, and other relevant HR data, as well as use this data to provide insights and recommendations for HR decision-making.

Performance

- In the context of performance management, helping gather and organize data related to staff performance. Assisting in setting up performance review meetings, tracking performance goals, and compiling feedback from supervisors and staff.
- Working on initiatives to collect and analyze feedback from staff regarding performance management processes. Designing surveys or feedback mechanisms to evaluate the effectiveness of performance metrics and identify areas for improvement.
- Support on Performance Evaluation Review (PER) process and guidelines, including oversight of completion, and following-up with staff on their years' performance evaluations.
- Contributing on the staff development plans. This involves collaborating with supervisors and staff to set clear goals, identify learning opportunities, and track progress over time.
- Maintaining the Learning & Performance documents, including staff files, training records, and performance evaluations. Ensuring that documents are consistently up-to-date and readily accessible.
- Supporting the HR team in staying up to date with industry best practices and trends in learning and performance management by conducting research and share insights with the HR team on innovative approaches to talent development.

Expected Deliverables

- The Intern will play a crucial role in supporting the Learning and Performance Portfolio, including supporting on training programme enhancements and performance management.
 - Assist in organizing and facilitating training workshops and refresher sessions while ensuring logistical coordination and resource availability.
 - gather and organize data related to staff performance, contribute to feedback collection initiatives, and design surveys to evaluate learning programme effectiveness.
 - Additionally, they will generate insightful HR reports based on training completion rates and performance metrics, offering recommendations for HR decision-making.
-

- Furthermore, the intern will actively contribute to staff development plans and stay updated on innovative talent development approaches through research and knowledge sharing with the HR team.

Essential Requirements/Educational Background

- Currently pursuing a bachelor's or master's degree in Human Resources, Business Administration, or a related field.
- Strong interest in HR, talent development, and performance management.
- Excellent communication skills, both written and verbal.
- Analytical mindset with a keen attention to detail.
- Ability to work independently
- The candidate must be a strong team player, capable of collaborating effectively with colleagues and contributing positively to group dynamics and collective goals.
- Eagerness to learn and adapt to new challenges.
- Enthusiastic and has a positive attitude.

Education

Be enrolled in an undergraduate, graduate or Ph.D. degree programme or have graduated within the past two years, in the area that the internship will cover.

Experience

The candidate should:

- Communicate effectively both orally and through writing, and work cooperatively in a fast paced, diverse team environment.
- Proficiency in crafting and managing effective email communications
- Ability to provide support in creating polished presentations and ensuring the quality of presentation materials.
- Familiarity with maintaining organized HR documents.
- Experience with data analysis.
- Have good interpersonal skills (liaising with people of many different nationalities) and organizations skills.
- Experience with using Microsoft Office package (word, excel, power point, notes, teams, power BI).



The candidate must show commitment to the UNICEF core values of **care, respect, integrity, trust, accountability, and sustainability** ([CRITAS](#)). For more information on **UNICEF core values**, click [here](#)

Languages

Fluency in written and spoken English is required.

Proficiency in any other UN languages (French, Russian, Arabic, Spanish, Chinese) is considered an asset.

Conditions:

- Age: Interns must be at least 18 years
- Have good academic performance as demonstrated by recent university or institution records.
- Have no immediate relatives (e.g., father, mother, brother, sister) working in any UNICEF office.
- Have no other relatives in the line of authority which the intern will report to.
- Individuals must have proof of medical insurance covering the time and location of their internship.
- This internship expects a full-time commitment.
- Individuals are expected to provide their own laptop.
- Selected candidates will receive a monthly stipend (unless already in receipt of any support for the internship from a third party).
- Individuals must fund their own travel and living expenses.
- Individuals are responsible for arranging any visa or immigration requirements.

Payment

The eligible intern will receive a monthly stipend as a contribution towards their living expenses. The selected candidate is expected to work remotely if located outside the Office of Innovation duty station.

Employment: There is no expectancy of employment at the end of the internship.

