**Externally funded internship/FELLOWSHIP**

**TERMS oF reference**

**I. Identification of the post**

Title: Talent Development Services Intern

Sector of assignment: Talent Development

Organizational unit: BMS/GSSC/HR/Talent development Services

Country and Duty Station: Denmark, Copenhagen

Expected duration: 6-9 months.

Expected starting date: March 1, 2023

Supervisor’s name: Nidhi Choudhary

Supervisor’s title: Talent Development Specialist

**II. CORPORATE BACKGROUND:**

UNDP works in about 170 countries and territories, helping to eradicate poverty, reduce inequalities and exclusion, and build resilience so countries can sustain progress. As the UN’s development agency, UNDP plays a critical role in helping countries achieve the Sustainable Development Goals.

**III. RECEIVING OFFICE BACKGROUND:**

UNDP, as an integral part of its mission to fight poverty and improve the lives of people around the world, is committed to being open, transparent, and accountable. In 2012, as part of this commitment UNDP adopted International Public Sector Accounting Standards (IPSAS) and established a Global Shared Service Centre (GSSC) to provide IPSAS transactional recording (in the areas of revenue, expenses, and fixed assets), procurement, advisory and support services from Kuala Lumpur to UNDP Offices worldwide, and to provide training to UNDP Offices where needed. Human Resources services within the GSSC was set up earlier in 2003 in Copenhagen and provides customized service packages to more than 40,000 UN personnel from agencies, funds and programmes across the UN System. GSSC/HR in Copenhagen has established a legacy as a major Human Resources administration center within the United Nations and is recognized as a Centre of Excellence. The Global Shared Service Centre (GSSC) is part of the Bureau for Management Services (BMS).

An expansion of the GSSC/BMS includes establishing UNDP’s Talent Development Shared Services Unit in GSSC, Copenhagen in 2021. The unit is the center of excellence for transactional support and delivery of talent development related services to create a holistic, equitable and harmonized corporate offer, and to improve access, communication, quality, and effectiveness of the services.

The unit partners closely with business units and BMS/OHR/TDU to deliver a range of transactional services related to the implementation of learning solutions and programmes and relevant monitoring and reporting functions, aligned with UNDP’s People for 2030 Strategy and People Development Strategy 2021-2023.

The selected incumbent will provide support for learning programmes, platforms and initiatives aligned to UNDP’s strategic priorities. S/he will work on dashboards, data analysis and evaluations; and leverage modern learning and communication technologies.

**III. DUTIES:**

The Intern/Fellow will assist in the following duties and responsibilities:

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| --- | --- | --- |
| **No** | **Duties and responsibilities** | **% of time** |
| 1 | **Dashboards, Data Analysis, Power Apps:**   * Support design and development of talent dashboards in PowerBI * Co-ordinate with stakeholders and analyse talent programme data. * Develop workflows using Power Apps and Power Automate | **40%** |
| 2 | **Learning Platform and Systems**   * Support design, launch, maintenance of learning platforms. * Perform quality assurance of content hosted on the learning platforms. * Support design and delivery webinars, online learning, and technology enhanced learning. | **35%** |
| 3 | **Certifications and Language Programmes**   * Support guidance on certifications and learning programmes through creation and development of job-aids, webinars and guides. * Assist with reconciliation of data and cost recovery. * Support other/ad hoc activities as seen relevant and needed. | **25%** |

**IV. REQUIREMENTS AND QUALIFICATIONS**

**Education:**

Candidates must meet one of the following educational requirements:

* currently enrolled in a postgraduate programme (such as a Master’s programme or higher); or
* have graduated no longer than 1 year ago from a university degree or equivalent studies.

Field of study: **Information Technology, Computer Science, Business Administration, Data Science**  or equivalent.

**IT skills:**

* Knowledge and a proficient user of Microsoft Office productivity tools;
* Knowledge of advanced data analytics and visualization tools, such as R, Tableau, Power BI etc.

**Language skills:**

* English is required.
* Knowledge of other UN Languages is an advantage.

**Other competencies and attitude:**

* Interest and motivation in working in an international organization;
* Good analytical skills in gathering and consolidating data and research for practical implementation;
* Outgoing and initiative-taking person with a goal-oriented mind-set;
* Communicates effectively when working in teams and independently;
* Good in organizing and structuring various tasks and responsibilities;
* Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability;
* Responds positively to feedback and differing points of view;
* Consistently approaches work with energy and a positive, constructive attitude.