

Position Title : **Intern - Shelter and Settlements (Knowledge Management)**

Duty Station : **Geneva, Switzerland**

Classification : **Intern, Grade Other**

Type of Appointment : **Internship, six months with possibility of extension**

Estimated Start Date : **As soon as possible**

Closing Date : **27 May 2024**

*Established in 1951, IOM is a Related Organization of the United Nations, and as the leading UN agency in the field of migration, works closely with governmental, intergovernmental and non-governmental partners. IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants.*

### **Context:**

#### **Background Information**

The IOM Shelter and Settlements Unit, under the Department of Humanitarian Response and Recovery, is responsible for supporting IOM's shelter and settlements programming around the world. IOM is one of the largest actors in this sector, leading a number of inter-agency coordination mechanisms at the global, national, and local levels, and driving positive change for shelter actors as a whole.

One of the initiatives IOM leads is the Shelter Projects Working Group of the Global Shelter Cluster. Shelter Projects is the largest collection of shelter and settlements case studies in the world, and an invaluable resource for practitioners to plan and implement better programming, for researchers to understand different kinds of policy, and for stakeholders of all types to learn about shelter and settlements programming. See [www.shelterprojects.org](http://www.shelterprojects.org) for more information.

#### **Supervision**

Under the overall supervision of the Shelter and Settlements Specialist and the direct supervision of the Shelter and Settlements Officer or the Senior Information Management Officer, the Intern will support the Shelter Projects workstream and provide overall support to the Shelter and Settlements team focused particularly on knowledge management.

#### **Core Functions / Responsibilities:**

1. Support the implementation of Shelter Projects, a multi-agency initiative to document and disseminate case studies of shelter and settlements responses and the lessons and knowledge contained therein.
2. Support content development and graphic design including documents, tools, trainings, etc., and if required audiovisual presentations relating to Shelter and Settlements.
3. Support the capturing, storing, and sharing of sector knowledge; analyze information received from IOM's field offices.

4. Support the design and update of IOM's Shelter and Settlements community of practice, including document databases, dashboards, and other technical resources.
5. Support programme coordination, including planning, scheduling, strategy, and other tools for the Shelter and Settlements Unit in general, and for the Shelter Projects workstream in particular.
6. Assist in the organization of in-person or online events such as trainings and workshops, including internal and external events.
7. Assist with the collection, analysis and editing of information for drafting of reports, newsletters, and other documents or communication products.
8. Support management of the [www.shelterprojects.org](http://www.shelterprojects.org) website, including drafting and updating content.
9. Liaise with IOM's field colleagues and partners on relevant shelter issues, tools and initiatives when required.
10. Perform such duties as may be assigned.

## **Training Components and Learning Elements**

- Support the Shelter Projects team lead to innovate and implement on the Shelter Projects workstream by reviewing and creating content, screening and developing communications, and liaising with stakeholders.
- Learn about the humanitarian shelter and settlement sector to deepen professional skills and understanding by reviewing case studies and learning about stakeholders in the system, meeting stakeholders, and supporting the Shelter team carry out its work.
- Develop communication skills to support the quality of Shelter Projects products and dissemination by utilizing design software to do layout, video editing, drafting communications material, and developing communications strategies and approaches.
- Strengthen coordination across Shelter and Settlements programming, especially the Shelter Projects initiative, to enhance effectiveness by keeping track of timelines and tasks, reminding responsible parties, supporting to relieve bottlenecks, arranging logistics, and mitigating risks and delays.
- Strengthen professional skills to enhance office conduct by writing concise and clear communications, participating in productive meetings with colleagues and other stakeholders (e.g. drafting action points, following up, navigating challenges), and demonstrating commitment to team objectives.
- Identify opportunities to contribute with comparative advantage to strengthen the overall operations of the Shelter team by exploring with colleagues about ways to assist, applying personal skills against needs and shortcomings in the team, and learning new skills that are needed.

## ***Required Qualifications and Experience:***

### **Education**

- University degree in one of the following disciplines: Communications, Knowledge Management, Journalism, Design, Social Sciences, Development or Humanitarian Action, International Relations, Built Environment professions (Architecture, engineering, urban planning, etc.) or other relevant subjects is required.

## Experience

- Experience in the humanitarian or development sectors, and shelter and settlements work in particular, is an asset.
- Demonstrated experience in writing and editing.
- Demonstrated experience in developing information and graphic products, e.g. newsletters, reports, dashboards, etc. required.
- Experience in the development or management of knowledge management systems/resources, including communities of practice, knowledge hubs, filing systems, Sharepoint sites, etc. is an asset.

## Skills

- Excellent analytical and writing skills.
- Excellent design skills, including using relevant software (for example, Adobe Creative Suite (InDesign, Illustrator, Photoshop, etc.), PowerBI.
- Excellent communication skills.
- Results focused, efficiency, flexibility; ability to work effectively and harmoniously in a team.
- Excellent organizational and planning skills, including familiarity with Outlook Calendar, Gantt charts, and other planning and coordination tools.
- Demonstrated proficiency with Microsoft Office applications, including Word, Excel, Powerpoint, and familiarity with Sharepoint, Teams, MS Lists.
- Working knowledge of statistical packages, graphic and web design software is an advantage.

## Languages

IOM's official languages are English, French, and Spanish. All staff members are required to be fluent in one of the three languages.

For this position, fluency in English is required (oral and written). Working knowledge of another official UN language (Arabic, Chinese, French, Russian, and Spanish) is an advantage.

Proficiency of language(s) required will be specifically evaluated during the selection process, which may include written and/or oral assessments.

## Note

### Eligibility and Selection

In general, the Internship Programme aims at attracting talented students and graduates who:

- a) have a specific interest in, or whose studies have covered, areas relevant to IOM programmes and activities;
- b) are holding a scholarship for internship placements in international organizations and/or for whom internship is required to complete their studies; or
- c) are sponsored by governmental/non governmental institutions and/or academia to work in specific areas relevant to both IOM and the sponsor.
- d) are either enrolled in the final academic year of a first university degree programme (minimum Bachelor's level or equivalent) or have graduated in the last 12 months.
- e) are at least 20 years old.

- Only shortlisted candidates will be contacted, and additional enquiries will only be addressed if the candidate is shortlisted.
- Depending on experience and location, IOM provides a small monthly stipend to help offset costs.
- Please consider the cost of living in Geneva prior to applying.

<sup>1</sup> Accredited Universities are the ones listed in the UNESCO World Higher Education Database (<https://whed.net/home.php>).

## ***Required Competencies:***

The successful candidate is expected to demonstrate the following values and competencies:

### **Values**

- **Inclusion and respect for diversity:** Respects and promotes individual and cultural differences. Encourages diversity and inclusion.
- **Integrity and transparency:** Maintains high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct.
- **Professionalism:** Demonstrates ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges.
- **Courage:** Demonstrates willingness to take a stand on issues of importance.
- **Empathy:** Shows compassion for others, makes people feel safe, respected and fairly treated.

### **Core Competencies – behavioural indicators**

- **Teamwork:** Develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.
- **Delivering results:** Produces and delivers quality results in a service-oriented and timely manner. Is action oriented and committed to achieving agreed outcomes.
- **Managing and sharing knowledge:** Continuously seeks to learn, share knowledge and innovate.
- **Accountability:** Takes ownership for achieving the Organization's priorities and assumes responsibility for own actions and delegated work.
- **Communication:** Encourages and contributes to clear and open communication. Explains complex matters in an informative, inspiring and motivational way.

IOM's competency framework can be found at this link.

[https://www.iom.int/sites/default/files/about-iom/iom\\_revised\\_competency\\_framework\\_external.pdf](https://www.iom.int/sites/default/files/about-iom/iom_revised_competency_framework_external.pdf)

Competencies will be assessed during a competency-based interview.

## ***Other:***

The appointment is subject to funding confirmation.

Appointment will be subject to certification that the candidate is medically fit for appointment, accreditation, any residency or visa requirements, and background verification and security clearances. Subject to certain exemptions, vaccination against COVID-19 will in principle be required for individuals hired on or after 15 November 2021. This will be verified as part of the medical clearance process.

No late applications will be accepted.

## ***How to apply:***

Interested candidates are invited to submit their applications via PRISM, IOM e-Recruitment system, by 27 May 2024 at the latest, referring to this advertisement.

IOM only accepts duly completed applications submitted through the IOM e-Recruitment system. The online tool also allows candidates to track the status of their application.

Only shortlisted candidates will be contacted.

For further information please refer to: [www.iom.int/recruitment](http://www.iom.int/recruitment)

***Posting period:***

From 14.05.2024 to 27.05.2024

***No Fees:***

IOM does not charge a fee at any stage of its recruitment process (application, interview, processing, training or other fee). IOM does not request any information related to bank accounts.

Requisition: INT 2024 18 Intern - Shelter and Settlements (Knowledge Management) (2 Positions)

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