

## Terms of Reference

### ITC Internship Programme

<b><u>Internship title:</u></b>	Learning and Development (L&D) Intern
<b><u>Division (in full):</u></b>	Division of Programme Support
<b><u>Section (in full):</u></b>	Human Resources (HR)
<b><u>Supervisor:</u></b>	Larisa Roncevic, Head of L&D
<b><u>Duty station:</u></b>	Geneva head-quarter /or remote working location

**Internship duration:** 3 months, as soon as possible. With possibility of extension up to a maximum of 6 months.

**Internship application:** Please note, this internship can either be **remote and virtual** as part of ITC's Pilot Remote Internship Programme (*open only for individuals from low-income countries, least developed countries, small island states, post-conflict and developing countries; students who temporarily reside in a developed country because of their studies are also eligible*) or in **person at the headquarters in Geneva** (*open to all, regardless of nationality*). Interested applicants should submit their Curriculum Vitae and Motivation Letter to [ld@intracen.org](mailto:ld@intracen.org) with the Subject line "Internship application - Learning and Development Intern".

### **Background**

ITC is the cooperation agency of the WTO and the UN for trade-related technical assistance. Its primary objective is to assist developing countries and economies in transition to enhance their international competitiveness while taking advantage of market opportunities and increasing their exports. ITC offers a supportive, challenging and rewarding environment in which employees are encouraged to fulfil their potential and maximise their contribution to the organisation.

The Human Resources Section has a transversal function in the organisation and its aim is to ensure that ITC has the right quality of human resources with the appropriate skills and competencies in order to achieve its strategic and operational goals. The HR section comprises of Operations (recruitment of staff, consultants, interns, fellows, and staff

entitlements), HR policy and Gender, and Learning and Development (including performance management). This internship opportunity is located in the Learning and Development team.

### **Duties and responsibilities**

Under the overall guidance of the Chief of HR, and the direct supervision of the Head of L&D, the intern will:

- Provide support to Learning and Development (L&D), Human Resources Partner (HRP) with Performance Management tasks;
- Provide support for ongoing HR projects, including implementation of Inspira Performance Management and Learning Management modules;
- Arrange logistics for virtual training delivery;
- Support the online learning evaluation;
- Prepare and design promotion material for learning events/sessions;
- Create Learning & Development statistics and reports;
- Record requests for learning that are outside of the Learning Management System;
- Update of the DPS / HR L&D intranet;
- Test new online training before implementation;
- Research on training providers, initiating requests for quotations, compile offers for comparison;
- Perform other duties as assigned.

### **Qualifications**

Be enrolled in the second or higher academic year of the first university degree programme (minimum Bachelor's level or equivalent);

Be enrolled in a graduate school programme (second university degree/equivalent, or higher); or  
Have graduated with a university degree and, if selected, must commence the internship within one year of graduation;

- No prior work experience is required however, previous internships and volunteer experience in HR and marketing would be an asset.

### **Required languages and skills**

- Advanced knowledge of English
- Concise and engaging written and spoken communication skills in English
- Proficient in Microsoft Office: Excel, Word and PowerPoint
- Well-developed quantitative skills and proficiency in data analysis
- Ability to successfully interact with individuals of different cultural backgrounds and beliefs, which includes willingness to try and understand and be tolerant of differing opinions and views
- Teamwork skills
- Infographics skills
- Ability to manage multiple projects under tight time pressure
- Experience using Zoom
- Continually keen to improve

**Training Components and Learning Elements**

- Gain meaningful work experience in the area of human resources in a United Nations organisation.
- Gain experience in the work of ITC and deepen knowledge and understanding of ITC's goals and mission and understand HR's key role in facilitating this.
- Gain experience working in a multi-cultural and diverse organisation and HR team.

**On completion of the assignment, the Intern is expected to:**

- Have acquired a clear understanding of Learning and Development activities and the Performance Appraisal system in the UN.
- Be able to work with complex training programmes.