



TERMS OF REFERENCE FOR INTERNSHIP

Organizational Unit: Admin Unit

Duty station: Tokyo, Japan

Duration of the internship: maximum 6 months full time

Expected start date: 16 December 2024

Background information/Organizational Context:

UNHCR Representation in Japan was established with a mission to mobilize and secure financial and political support of the Japanese government and Japanese stakeholders to benefit the plight of refugees worldwide and to support the Japanese government in fulfilling its responsibility of refugee protection.

The Admin Unit of UNHCR Representation in Japan supports these activities and initiatives by taking care of all back office functions, namely general administrative/clerical support, finance, programme, human resources, ICT, security, travel. An internship with the Admin Unit will give the intern an opportunity to learn about how UNHCR functions and manages itself as an organization, the various rules and procedures that are in place for this purpose, and how the organization realizes its objectives in an accountable and efficient manner. The intern will have opportunities to engage in these tasks that will introduce them to the behind-the-scenes of UNHCR, as well as to learn about the activities of the organization as a whole and work with staff across units.

The position will require physical presence in the office; hence it is necessary that one resides within commuting distance. Flexible working may be considered on an ad hoc basis.

Duties and Responsibilities

- Visiting the bank for payment, Ministry of Foreign Affairs for submissions and embassies for visa
- Filing of documents (vouchers, contracts, payment-related, project reports, etc.)
- Classifying and coding material and maintain office files
- Searching office files for information
- Sort and deliver mail
- Reorganize information into a user-friendly format for various purposes
- Draft documents and routine correspondence/forms (telephone records)
- Make hotel reservations

- Purchase supplies, equipment in line with office procedures – obtaining quotations from suppliers, preparing purchase requests.
- Place orders for supplies, stationary, ID/business cards and other services
- Maintain inventory record of equipment, supplies and other expendable items (stationary, ink toner, office key, security/emergency related supplies, etc.)
- Updating various staff lists
- Manage and maintain office equipment (mobile phone, printer/copier, panaguide, etc.)
- Disposal of office supplies/equipment
- Expenditure calculation
- Provide logistical support at office events, workshops, etc.
- Attendance recording
- Receiving/attending to guests
- Contacting suppliers for information
- Office storage management
- Research topics/information on the internet

[ICT-specific tasks]

- Manage and maintain ICT equipment (Computer OS set up, registering, reimaging and updating desktops)
- Setting up ICT equipment for meetings (WebEx, Video Conference, Skype for Business)
- Monitoring the basic performance of the workstations
- Raise queries via email for technical support to troubleshoot problems and liaise between the user and the ICT Focal Point
- Any other support as requested

Minimum qualifications required

- Recent university graduate (within 2 years) or current student in graduate/undergraduate programme and completed at least 2 years of undergrad in relevant field
- Working fluency in English and Japanese
- Basic competency in using Microsoft Word, Excel, PowerPoint, Outlook and internet browsers
- Interest in refugee/humanitarian work and related advocacy and fundraising
- Interest in office management, administrative functions
- Willingness to engage in a wide range of tasks from menial routine jobs to document preparation
- Good communication skills
- Attention to detail with a service-oriented mindset
- Experience in office tasks an asset
- Experience working in a team an asset
- Knowledge on ICT networks and familiarity with ICT help-desk service an asset