

**Annex V Terms of Reference for Consultants and other persons hired by IFAD under a non-**

**staff contract**

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| **INDIVIDUAL RESPONSIBILITIES, EXPECTED OUTPUTS AND REQUIRED COMPLETION DATES** | |
| **Full Name:** |  |
| **Contract Category:** | Intern |
| **Contract Type:** |  |
| **Contract Sub Type:** | Monthly |
| **Specialization:** | Digital Platforms & Corporate Services |
| **Expected Start Date of Assignment:** |  |
| **Expected End Date of Assignment:** |  |
| **Total number of months of service:** | SIX |
| **Total number of days of service:** |  |
| **Division/Department:** | ILC |
| **Reports to:** | Head of Corporate Services, ILC |
| **GENERAL DESCRIPTION OF TASK(S) AND OBJECTIVE(S) TO BE ACHIEVED** | |
| **Organizational Context:**  The International Land Coalition (ILC) is a global alliance of civil society and intergovernmental organisations working together to put people at the centre of land governance. The shared goal of ILC’s 300+ members is to realise land governance for and with people at country level, responding to the needs and protecting the rights of women, men and communities who live on and from the land. The Secretariat of the ILC is hosted by the International Fund for Agricultural Development (IFAD) in Rome and reports to the ILC Council. The Secretariat works in close liaison with regional, thematic and national support teams, which are separately hosted. Together, they carry the responsibility to provide support to the Coalition and its activities in the implementation of the Strategy 2022-2030.  **Learning objectives & competency development:**  This internship offers hands-on experience in corporate services and digital platform management within an international development context. By supporting the administration, enhancement, and user engagement of ILC’s online platforms - **One Flow** (workflow management) and **MemberNet** (member information and knowledge sharing) - the intern will develop competencies in IT system administration, process improvement, troubleshooting, data reporting, and user training.  Additional engagement in corporate services tasks such as internal communications, event coordination, and knowledge management will build professional skills in organisation, communication, collaboration, and workflow optimisation. Regular reporting and a final presentation will provide structured reflection and reinforce the intern’s ability to translate practical experience into actionable insights. | |
| **Expected Activities:** | |
| **1. Core Functional Tasks (70%)**  **Platform Support and Digital Systems**   * Conduct periodic checks of One Flow and MemberNet modules to identify bugs and propose improvements. * Support user creation, maintenance, and onboarding, ensuring smooth platform adoption. * Assist ILC One Team members experiencing platform issues. * Produce regular bug, enhancement, and usage reports. * Gather user feedback to inform future system updates. * Contribute to testing of new functionalities and engagement with external developers. * Support the development of training materials and sessions for platform users.   **2. Cross-functional Tasks (30%)**  **Corporate Services Support**   * Assist in preparing, formatting, and disseminating internal and external communications, including emails, reports, presentations, and meeting minutes. * Support planning and coordination of meetings, workshops, and events, including agenda preparation and participant engagement. * Maintain and improve internal information systems and knowledge management tools (e.g., SharePoint, Teams, Slack) to ensure accuracy and accessibility. * Collaborate with colleagues to support the ILC Director and the Corporate Services Cluster in drafting documents, preparing materials, and contributing to cross-cutting activities. | |
| **Skills and qualifications** | |
| 1. **Required skills**    1. Technical aptitude and interest in digital systems, including the ability to quickly learn and navigate online platforms, workflow tools, and database interfaces.    2. Basic understanding of IT concepts such as system usability, troubleshooting, data accuracy, and user experience.    3. Strong analytical and problem-solving skills.    4. Attention to detail, especially when conducting system checks, producing reports, or supporting testing of new functionalities.    5. Good communication skills.    6. Ability to work collaboratively in a multicultural environment.    7. Proficiency in standard office software (Microsoft Word, Excel, PowerPoint) and willingness to work with platforms such as SharePoint, Teams, Slack, and bespoke systems (One Flow, MemberNet).    8. Proactive, service-oriented mindset, with openness to learning, taking initiative, and contributing ideas for system enhancement and user experience improvements.    9. Professionalism, reliability, and respect for confidentiality, especially when handling internal system data, member information, and workflow processes.   **Desirable academic background**   1. Currently enrolled in or recently graduated from a Bachelor’s or Master’s programme in Information Systems, Computer Science, Digital Innovation, Data Management, Communications Technology, Business Administration, Public Administration, or a related field. 2. Academic or practical exposure to areas such as IT systems administration, user experience (UX), process automation, knowledge management, or digital collaboration tools is an asset. | |
| **Internship Assessment** | |
| **Expected outcomes and supervision plan** | |
| 1. **1.** **Please describe how the above activities will contribute to the Intern’s learning and professional development.** 2. The internship will build the intern’s skills in digital platform management, troubleshooting, user support, and systems testing through hands-on work with One Flow and MemberNet. Exposure to internal workflows, data management, and coordination with colleagues and external developers will strengthen technical, communication, and problem-solving abilities. Monthly reporting and a final presentation will support reflective learning and help consolidate competencies relevant for future roles in IT support, digital operations, or information systems administration. 3. **2.** **Please describe how the supervisor will evaluate the Intern’s performance in relation to the activities outlined above.** 4. Performance will be evaluated based on the accuracy and timeliness of assigned tasks, including system checks, user support, testing activities, and reporting. The supervisor will assess the intern’s ability to learn platform functions, apply feedback, communicate effectively, and collaborate with colleagues. Professionalism, initiative, and problem-solving will also be considered. 5. **3.** **Please also outline the supervision plan, including the frequency and mode of interaction between the supervisor and the intern (e.g., regular check-ins, feedback sessions, progress reviews).**   The intern will be supervised by the Head of Corporate Services, with support from relevant ILC team members. Supervision will include weekly check-ins to discuss tasks and address questions, monthly progress reviews to assess work and provide feedback, and ad hoc guidance as needed in person, via email or calls. | |