



The Netherlands Helsinki Committee is currently looking for a motivated, well-organised student or graduate for the position of:

Intern: CRM (Customer Relationship Management) (0,7 fte)

About the NHC

The Netherlands Helsinki Committee is a non-governmental organisation that promotes human rights and strengthens the rule of law and democracy in countries throughout Europe, Turkey, and Central Asia participating in the Organization for Security and Co-operation in Europe. Our work lies primarily in executing projects to strengthen legal protection and improve public policies that affect vulnerable or disadvantaged groups. We support human rights NGOs to withstand governmental pressure and work to improve the implementation of the OSCE human dimension commitments and other international human rights agreements. The NHC also administers the Security and Human Rights Monitor (SHR Monitor), a multifaceted online platform that provides analysis on the work of the OSCE, as well as on security and human rights challenges stemming from the OSCE region and beyond. The NHC office is located in The Hague.

The CRM (Customer Relationship Management) Intern will assist the Communications Manager in managing the implementation of a new CRM system. We are looking for an intern to join our team for a period of 3-4 months.

Responsibilities include:

- Assist with the launch of the new CRM system (open source, CIVI CRM) for the organisation;
 - Including data extractions, management and import
- Support implementation of a new CRM system for the organisation;
 - Including assistance with drafting and roll out of user manual for the organisation
- Support the development of external networks for the NHC; and
- Ad-hoc support for general communication activities e.g. writing newsletters, assisting in organising (online) events, and administrative support.

Preferred Qualifications and skills:

- Bachelor or Master degree in Communications, Information Sciences, or related degree;
- Excellent communications and writing skills;
- Excellent command of the English language (Dutch language an asset)
- An eye for detail and great organisational skills;
- Ability to adapt to a fast-paced environment and switch between tasks;
- Self-sufficiency, resourcefulness, initiative and hands-on mentality;
- Some knowledge and familiarity with CRM systems (open source or otherwise) and their implementation;
- Strong communication skills and inter-cultural sensitivity; and
- Affinity with civil society work or activism for social change; awareness of recent OSCE and human rights trends and developments is an asset.

If you are interested, please send your resume and a short motivation letter to office@nhc.nl. Please mention “**CRM Intern**” in the subject of your email. Candidates may apply until (and including) **August 14, 2022**. We will aim to conduct the online interviews in the week of 22 August. The preferred start date is August 30, 2022.

The internship includes a small stipend of €350/ month, based on a 4 days/week schedule. Non-EU candidates need to have a valid permit to be considered for this role. Only shortlisted candidates will be contacted. Due to the high volume of applications we receive, we are unable to provide individual feedback to candidates that are not shortlisted.