



## Internship position | Change, Growth and Support Hub | Integrating Artificial Intelligence in IRC's business processes

Location: IRC Netherlands office | Date of posting March 8 March 2024

IRC is an international think tank and change agent. We work with governments, NGOs, entrepreneurs, and people around the world using a 'systems approach' to deliver long-term solutions to the global crisis in water, sanitation, and hygiene services. Our mission is to drive change that leads to everyone in the world having access to good and sustainable water, sanitation, and hygiene services.

With over 50 years of experience, IRC runs large-scale programmes and smaller projects in more than ten countries in Africa, Asia, and Latin America. It is supported by a team of over 130 staff across the world, and has offices in Burkina Faso, Ethiopia, Ghana, India, Mali, Niger, and Uganda, as well as in the Netherlands.

IRC has recently launched [One For All](#), an alliance with Water For People and Water for Good to accelerate progress to achieving the SDG6.

To support our mission, IRC in The Netherlands is offering an: **internship for Integrating Artificial Intelligence in IRC's business processes**.

### Background to the post

Developments around the use of AI, not only in business but also in the social and development sectors, are occurring at such a fast pace that it seems as though we must 'adapt or perish'. According to Johannes Schunter, Knowledge Management advisor at the Development Agency of the Protestant Churches in Germany "development organisations must ready themselves to make an investment in AI in the next 2-3 years".

Staff at IRC have been testing ChatGPT and Google Bard and there is a pilot underway to develop an AI tool for training on WASH systems strengthening linked to the WASH Systems Academy. They've also experimented with use of AI for keeping meeting minutes, writing blogs, and automating other business processes. There is now a need for a systematic assessment of the potential of AI to improve IRC's business processes and strategic impact. This would inform the development of an IRC AI policy and implementation plan.

### Objective for the internship

To develop a guide on the use of AI to improve business processes in IRC. The guide will cover a range of business processes including fundraising, proposal writing, financial management, research and learning, communication and influencing, information management, and consultancy. To consolidate experiences to date from IRC and similar institutions and identify priority next steps for training and encouraging staff to use (or not use) AI in our work.

### Methodology

The guide will be developed using a combination of methods, including:

- Literature review;
- Interviews with IRC staff who have been using AI and with IRC business process owners;
- Interviews with AI experts working in the WASH and broader development sector;



- Development and piloting of AI-supported processes in the following hubs or business unit sections: Growth Hub, Change Hub - Research & Learning, Change Hub - Communication & Influencing, Support Hub, Secretariat and Country Hub Ethiopia;
- Case studies of WASH and other development sector organisations that have used AI successfully.

## Your profile and essential requirements

### Essential requirements

- Possess, or is soon to graduate from, a recent (under) graduate programme from a recognised (under) graduate programme. Preferably in a field related to applied artificial intelligence, business management, virtual training, capacity development, library/information science, or international development.
- Experience working with AI-enabled processes beyond only text generation, e.g. automation of data analysis, invoicing, calendar management, etc. This experience could be personal or professional.
- Well-organised, self-motivated, independent working and reliable, with a strong interest in development cooperation and international relations, and the water, sanitation, and hygiene sector.
- An affinity for information and knowledge management with an eye to detail, accuracy, and relevance.
- Excellent writing and computer skills, including using Excel.
- Good knowledge of English is required, other languages (e.g. French and Dutch) are a plus.
- Intercultural communication skills to enable collaboration with staff from diverse backgrounds.
- Preferably volunteering or other experience related to non-profit work or development cooperation.

### Details of the position

- Start date latest 1<sup>st</sup> May 2024.
- The candidate will initially be offered a 4-month internship, with the possibility to extend to 6 months if the assignment requires this, for 24 – 40 hours per week. The internship will be assessed after the first month to determine if it is a good mutual fit for the Intern and IRC.
- Hybrid working is possible, but the intern is required to work (at least) two days per week from our office in The Hague.
- Stipend for the internship is € 425, - (gross) per month based on a 40-hour working week.
- IRC will provide an NS business card, for commuting to the IRC office.

Candidates are kindly requested to respond with a short motivation letter explaining their interest in the position. In addition, please share a concise curriculum vitae before **2 April 2024** to IRC, attn. Marion Giese at [recruitment@ircwash.org](mailto:recruitment@ircwash.org). Interviews will be scheduled in the week of 8 April 2024. For additional information please visit our website at [www.ircwash.org](http://www.ircwash.org).