



Organization for Security and Co-operation in Europe

INTERNSHIP TERMS OF REFERENCE

TOR 3: Department of Human Resources (Talent Development Unit)

Background:

The Department of Human Resources (DHR) ensures that the OSCE has the human resources capacity necessary to successfully implement its mandates. DHR sets the policies and provides services in the areas of talent acquisition, administration of benefits and entitlements, payroll, performance management, talent development, and policy and employee relations across the Organization.

The Talent Development Unit (TDU), as part of the Department of Human Resources, is managed by the Chief/TDU, who reports directly to the Deputy Director of the Department of Human Resources. The Talent Development Unit is responsible for the overall management of the Performance Management Process, assessing and analysing learning needs, implementing the staff training dimension of any other relevant strategy or action plan as approved by the participating States, upgrading management capabilities within the OSCE Common Regulatory Management System, continuously delivering and customizing onboarding programmes for the staff and mission members, supporting relevant pre-mission training programmes, organizing and facilitating various learning events, and maintaining, supporting and coordinating closely with a network of Training Focal Points in the field.

Scope of work:

Under the direct supervision of the Talent Development Officer, the selected intern will be tasked with the following duties:

- Designing and testing Fusion Learn (LMS) and Performance Management systems (cutting edge Oracle cloud-based software);
- Supporting in the design and delivery of e-learning projects;
- Maintaining telephone and e-mail communication;
- Supporting the organisation and delivery of learning and development events, meetings and workshops;
- Drafting correspondence on various issues;
- Performing other duties as requested.