



## **Organization for Security and Co-operation in Europe**

### **INTERNSHIP TERMS OF REFERENCE**

#### **TOR 19 - Office of the Secretary General (OSG)/ Communication and Media Relations Section (web development)**

##### **Background:**

**The Office of the Secretary General (OSG)** plays a key role in supporting the Secretary General in the effective implementation of his/her mandate and specific tasks given to him/her by the OSCE participating States. This includes primarily assisting the Secretary General in his/her activities, serving as a focal point for liaison and support to the Chairperson-in-Office, and co-ordinating tasks across the Secretariat. It groups horizontal services such as Executive Management, Communications and Media Relations, Legal Services, External Co-operation, Security Management, Gender Issues, Conference and Language Services, Central Records Management, and oversees the OSCE Document Centre in Prague (DCiP). The OSG ensures effective co-ordination of policy advice provided to the Secretary General and the Chairpersonship, and management decisions taken by the Secretary General. The OSG is led by a Director who also functions as the Head of Executive Management.

**The Communication and Media Relations Section (COMMS)**, as part of the Office of the Secretary General, promotes awareness and understanding of the OSCE's work key audiences by working with the media, developing outreach materials and programmes, and using all available tools and channels to increase visibility and engagement. The goal is to improve awareness for the OSCE and understanding of the unique role the Organization play with key audiences.

COMMS work daily on a wide variety of topics from promoting the OSCE's work on transnational threats like terrorism, economic security and countering the trafficking in human beings, to interacting directly with the 16 OSCE Field Missions to promote their work. COMMS is always looking for creative and impactful ways to communicate the OSCE's value. This makes an internship with COMMS a very enriching experience for young professionals willing to get a broad understanding of the work of the OSCE, while being encouraged to share their ideas and getting a chance to work on innovative communications approaches.

The OSCE website is developed and maintained as a corporate platform for the benefit of the entire organization. With 85 active content contributors/focal points across our Field Operations, Institutions and Secretariat Units, it is not only the front window of the organization, but its most used repository of institutional knowledge: its more than 120,000 documents and pages are consulted by nearly 3 million visitors every year.

The outdated technical platform of the website is currently being upgraded to a more modern system, to enable the OSCE to showcase the impact of its activities in a modern, compelling way.

## **Tasks and Responsibilities**

Under the supervision of the Information Architect, the selected intern will be tasked with the following duties:

- Assisting with the collection of images and various multimedia material suitable for the website;
- Identifying opportunities for content creation and content updating for the website;
- Identifying redundant and outdated content on the website;
- Participating in usability testing, user interviews, surveys, etc.;
- Performing quality control of new features;
- Assisting with end-users training;
- Update end-user documentation;
- Performing other duties as assigned.