

Terms of Reference (ToR) Internship Program (*up to 5 positions*)

Background

The Decentralisation and Municipal Support program (DEMOS) has the following overall objective: *“Improved performance of municipalities in governance, management and services contributing to increased citizens’ satisfaction.”* There are three outcomes of DEMOS III. The first one is the MPG, as a mechanism established and owned by MLGA. Second outcome is about the citizen engagement and oversight, while the third outcome is the policy support towards more conducive legal framework for decentralized local governance and rule-based financing. To support the activities of the project, it is envisaged engagement of **up to 5 interns** in various fields. Specific skills and experience are described below.

Required Skills and Experience

Performance System (1 position)

Education: Undergraduate (final year of studies), and/or recent graduate’s students in the field in Business Information Technology, Social Sciences, Public Administration or related field

Specific duties per field of engagement

- Support the project and MLGA on process of data verification and data analysis of the Performance Management System;
- Provide technical support to municipal performance coordinators with data reporting;
- Support staff in preparation of the MPG reports;
- Support the project staff in activities related to PMS and Municipal Performance Grant (MPG).

Communication (1 position)

Education: Undergraduate (final year of studies), and/or recent graduate’s students in the field in Communication, Journalism, Public Relations, Graphic Design, Media, Marketing, or related field

Specific duties per field of engagement

- Support in creating content for social media, newsletter and outreach materials;
- Provide support to MPG data and translate the information into simple communication messages;
- Conduct research and brainstorm opportunities related to internal communications and branding;
- Maintain and analyse data on the scale and reach of communication products.

Citizen Engagement/Social Audit (2 positions)

Education: Undergraduate (final year of studies), and/or recent graduate’s students in the field of Social Sciences, Law, Public Policy, Public Administration or related field

Specific duties per field of citizens engagement

- Support and contribute to the coordination of social audit/citizen engagement activities from office and in the field and document through project reports on progress achieved and issues that need to be addressed;
- Assist the project team in designing specific interventions related to citizen engagement and social audit;

- Collect data that are relevant to citizen engagement and social audit and feed into regular project reporting;
- Support and contribute to studies carried out by the project;
- Provide support in the monitoring and evaluation process and reporting.

Project support (1 position)

Education: Undergraduate (final year of studies), recent graduates or graduate students in the field in Business Management, Economics, Management, Public Administration, or related field

Specific duties per field of engagement

- Provide support to the project team in planning, implementation and monitoring of activities;
- Provide support in organizing training, events, conferences and meetings;
- Support in the administrative tasks related to the project;
- Assist the project team in preparation of project reports, including data collection;
- Support in the facilitation of information sharing and transfer of knowledge.

Interns will perform other tasks ensuring high quality and accuracy of work, in support of the project and different team activities, such as assist with scheduling internal/external meetings/trainings/workshops/round tables etc., taking meeting minutes and preparing briefing notes; support in meeting/event management – organization, follow-up events, provide on-site support during workshops and events; attend various project meetings; gather relevant data and provide input to the project M&E based on the field of engagement.

Language: Fluency in Albanian or Serbian. Knowledge of English language will be considered an advantage (both spoken and written)

Working Arrangements

- All positions will be based full-time at the DEMOS offices in Pristina.
- Possibility for part-time engagement may be considered in exceptional cases.
- Interns will work under the supervision of a designated team member.
- This is a paid internship and includes other benefits according to the internal rules and local legislation in place.
- There is no expectation of employment at the end of these internships. Helvetas may extend the engagement based on satisfactory performance of interns or project needs for a period of up to six months.

Application process

- Please submit your Resume/CV **and in the email subject, state which internship position you are applying** by **27 April 2023** to kosovo.info@helvetas.org
- Applications received after the closing date will not be considered.
- Only those candidates that are **short-listed and selected for interviews/further assessment will be notified**. Based on CVs received and qualifications of potential candidates, Helvetas reserves the right to engage less, or full number of positions advertised, and/or cancel the entire recruitment process.
- HELVETAS provides equal employment opportunities for all candidates and encourages applications from women and non-majority communities in Kosovo.
- The expected starting date is May 2023.