

Terms of Reference (ToR) Internship Program

Location:	DEMOS Office Prishtina
Application Deadline:	11 March 2024
Duration of contract:	3 months with possibility of extension
Type of contract:	Internship
Number of positions:	Three (3)
Field of engagement:	Digital Communication (1 position); Project Support (2 positions)

Background

The Decentralisation and Municipal Support project (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. DEMOS has been supporting the MPG in the two previous phases and responsibilities for its management will increasingly be taken over by MLGA during this phase. Second outcome is about the citizen engagement and oversight, while the third outcome is the policy support.

Required Skills and Experience

Digital Communication (1 position)

Education: Undergraduate (final year of studies) or graduate students in the field in Communication, Journalism, Graphic Design or related field

Specific duties

- Support the Communication Manager in brainstorming, research, and creating original social media content for the project including graphic design (Adobe or any other software), captions, and video content.
- Review and edit web stories (upload content to website), headlines and captions, ensure consistency across project’s social media platforms;
- Support in design of visuals (using Canva or other digital tools) for project activities including support to internal communications reporting and products;
- Assist in collecting and analysing social media analytics to inform content development;
- Support with events planning and implementation in relation to communication activities;
- Assist with day-to-day social media needs of the project.

Qualifications

- Experience with Adobe design and video editing software or Canva;
- Strong writing, research, and communication skills including computer proficiency;
- Prior experience creating digital visual content (*preferred*);
- Proficient in Albanian and English languages. Knowledge of Serbian is an asset.

Project support (2 positions)

Education: Undergraduate (final year of studies) or graduate students in the field in Management, Economics, Public Administration, Management and Informatics or related fields.

Specific duties per field of engagement

- Provide support to the team in planning, implementation and monitoring of project activities;
- Provide technical support in organizing training, events, conferences and any other project related activities/initiatives;
- Draft briefing notes, talking points and other correspondence related to the project and meetings held;
- Contribute to preparation of stories and best practices for inclusion in internal and external communication products;
- Provide support in the monitoring and evaluation process and reporting;
- Support in the administrative tasks related to the project.

Qualifications

- Excellent interactive and interpersonal skills and the ability to work in a multicultural environment.
- Excellent computer knowledge (Microsoft Office applications);
- Good in organizing and structuring various tasks and responsibilities;
- Proficient in Albanian and English languages. Knowledge of Serbian is an asset.

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