Schweizerische Eidgenossenschaft
Confédération suisse
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Federal Department of Foreign Affairs FDFA
State Secretariat STS
Peace and Human Rights Division

Secondment

Senior Mediation Support Officer
OSCE Secretariat, Vienna

The OSCE Secretariat in Vienna assists the Chairpersonship in its activities and provides operational and administrative support to the field operations, and, as appropriate, to other institutions.

Within the Secretariat, the OSCE Conflict Prevention Centre (CPC) supports and co-ordinates the OSCE's activities in the field, providing analysis and policy advice to the Secretary General (SG) and the Chairpersonship, leading work on all aspects of the conflict cycle, and supporting the various formats dealing with protracted conflicts. The CPC also serves as the focal point in the Secretariat for co-ordinating and developing the OSCE's role in the politico-military dimension.

The Policy Support Service (PSS) serves as the Organization's primary point of contact on all matters concerning field operations; it also analyses early-warning signals regarding the situation in the field and recommends the implementation of relevant preventive or reactive action. Support provided to the SG and the Chairpersonship includes background information, policy support and advice, input to speeches and travel files as well as drafting summary records. PSS also provides support for the Chairperson-in-Office's (CiO) representatives dealing with protracted conflicts and related formats, and to field operations, specifically in relation to mediation support and dialogue facilitation. This post is located in the Mediation Support Team (MST) within the CPC's PSS, under the direction of the Deputy Director.

Tasks and responsibilities:
The Senior Mediation Support Officer works to enhance OSCE mediation-support capacities by providing mediation and dialogue facilitation advice, expertise, and strategic, operational and analytical support to OSCE mediators at all levels, including the SG, the Director of the CPC, heads of field operation, and staff of OSCE executive structures, the OSCE Chair, Special/Personal Representatives of the Chairperson-in Office (CiO), by building their mediation, mediation support, and dialogue facilitation capacities; and by improving knowledge management related to OSCE mediation efforts.
The Senior Mediation Support Officer reports to the Deputy Director for PSS, while the Director of CPC acts as the second-level supervisor. The Senior Mediation Support Officer directly supervises the MSOs, as well as project staff.

1. Co-ordinating and managing the work of the MST, acting as the team lead, including supervising all Mediation Support Officers and project staff, and overseeing the Mediation Support Extrabudgetary (ExB) project, by providing direction and oversight for the project, ensuring coherence with organizational priorities, quality standards and intended results;
2. Analysing mediation and dialogue facilitation processes and providing advice and operational, including on mediation and dialogue facilitation strategy, process design, and possible steps to be taken by OSCE mediators to increase the effectiveness of mediation and dialogue processes, upon request;
3. Observing high-level mediation processes, drafting reports, and providing advice and support to high-level OSCE mediators to improve their tactics or strategies, upon request. Providing advice on mediation and dialogue facilitation to field operations, in co-ordination with geographical desks within CPC/PSS, to increase the effectiveness of mediation and dialogue facilitation processes;
4. Developing, designing, and implementing training and capacity-building on mediation and dialogue facilitation, by (1) developing related curricula for training and capacity building and delivering training, (2) designing and providing tailor-made coaching and thematic workshops for high-level OSCE mediators and field operations, (3) advising field operations on an integrated training and mediation and dialogue facilitation capacity-building strategy;
5. Improving knowledge management and providing operational guidance with regard to mediation, mediation-support and dialogue facilitation, by (1) conceptualizing and facilitating debriefings of OSCE mediators to identify lessons toward enhancing the effectiveness and impact of OSCE mediation activities, (2) developing and maintaining a central depository for documents, lessons learned, and best practices related to OSCE mediation activities to

preserve institutional memory, (3) developing knowledge products related to conflicts and mediation contexts, in co-ordination with relevant units within the Secretariat, (4) conducting research on topics related to mediation, dialogue facilitation, and mediation support, and (5) devising and publishing operational guidance on relevant topics in the field of mediation;

6. Contributing to briefs, speeches, and speaking points, particularly focused on issues related to mediation and dialogue facilitation for senior management of the Secretariat and the Chair, as well as (1) representing the OSCE in meetings, conferences, and workshops on mediation support topics, including as a speaker, (2) contributing to the visibility and relevance of OSCE mediation and dialogue facilitation processes, and (3) establishing and maintaining working contacts with relevant international, governmental, non-governmental, and academic organizations and institutions, as well as with prominent research centres;
7. Deploying temporarily to crisis areas in support of conflict resolution/crisis response efforts, as required.

Necessary Qualifications:

- Second-level university degree in mediation, political science, international relations or related field.
- Successful completion of a nationally certified mediation training would be desirable;
- A minimum of seven years (nine years with a relevant first-level degree) of progressively responsible professional experience in mediation, mediation support, and/or dialogue facilitation, with a government agency, a national or international organization or a non-governmental organization;
- Experience in co-ordinating, managing, or leading teams in the area of mediation, mediation support or dialogue facilitation would be desirable;
- A minimum of three years of practical experience in mediation and/or dialogue facilitation processes;
- Previous field experience in mediation, mediation support, and/or dialogue facilitation would be desirable;
- Thematic expertise and familiarity with the relevant international efforts on mediation and dialogue facilitation;
- Demonstrated knowledge of mediation, process design and conflict analysis;
- Excellent research and analytical skills;
- Demonstrated political acumen;
- Demonstrated gender awareness and sensitivity, and an ability to integrate a gender perspective into tasks and activities;
- Ability to work in a team and establish and maintain effective working relationships with people of different national and cultural backgrounds whilst maintaining impartiality and objectivity;
- Excellent written and oral communication skills in English;
- Knowledge of at least one other language from the OSCE region would be desirable;
- Experience in project management in an international environment would be desirable;
- Computer literate with practical experience with Microsoft applications

Requirements of the Swiss Expert Pool for Civilian Peacebuilding:

- Passive knowledge of two Swiss official languages is required.
- Physical and mental fitness to work in this context (Assignments are subject to successfully meeting the medical standards).
- Possession of a valid automobile driving license.
- Swiss nationality (Dual citizenship with country of assignment not possible).

Duty station:	Vienna
Summer/autumn 2026 (depending on the OSCE recruitment process)	Early 2026
Duration of contract:	1 year, with the possibility of extension
Deadline for applications	8. November 2026
Interviews are scheduled to take place on:	12./13. November 2026
Family:	accompaniment by family is possible

The application deadline specified in the OSCE advertisement is the deadline for participating states. Applications received after 8 October 2026 will not be considered.

For more detailed information on the structure and work of the OSCE Secretariat, please see https://www.osce.org/secretariat

For further information, please contact:

- Ms Sabrina Büchler, Mediation & Dialogue (sabrina.buechler@eda.admin.ch, +41 58 462 87 82 for questions related to the assignment or
- Ms Janine Misteli, Swiss Expert Pool (janine.misteli@eda.admin.ch, + 41 58 462 63 39) for questions on requirements and on the selection process.

How to Apply

Recommended Reading:

- OSCE Outreach Programme (4 interactive presentations): [Link]
- Recruitment Process for International Contracted and International Seconded at OSCE: [Link]
- Guideline for Candidates: [Link]

Preparation for your Application

1. Read the job description carefully.
2. Familiarize yourself with the OSCE's competencies and incorporate them into your cover letter and CV (and later into the written tests or (pre-screen) interviews).
3. Address the following questions in your motivation letter or CV:
    - *Why the OSCE?*
    - *Why you?*
    - *Why now?*

    Highlight what sets you apart from other candidates.

Application

Please use the OSCE's online application system available at: https://vacancies.osce.org/.
Your motivation statement within the online application must be addressed to the OSCE and should reflect your assessment of the position as well as your potential contribution. Please note that the online application is the sole basis for the longlisting or shortlisting decision.

Application Process

1. Application submitted by the candidate
2. Pre-screening by the Participating State – Swiss Expert Pool for Civilian Peacebuilding (SEP)
3. Submission by the Participating State
4. Pre-screening by the OSCE Human Resource Department
5. Written test / interview conducted by OSCE Human Resource Department and Conflict Prevention Centre (CPC)
6. OSCE issues a secondment letter to the Participating State
7. SEP confirms the candidate's availability
8. FDFA Human Resources Department continues and finalizes the recruitment process and informs the candidate about the employment conditions
9. After the candidate accepts the employment conditions, deployment preparations begin

Assignment:

The assignments take place within the framework of the Swiss Expert Pool for Civilian Peacebuilding. The seconded expert receives a contract from the Federal Department of Foreign Affairs for the duration of their deployment PVFMH (D) / OPers-PDHH (F) / OPers-PRA (I).[1]

[1] **Swiss Expert Pool for Civilian Peacebuilding**
The deployment of civilian experts within the scope of Switzerland's policy on peace, human rights, and humanitarian issues is a long-standing tradition. Depending on specific needs, civilian experts are made available for temporary civilian peace projects as election monitors, police advisers or specialists in fields such as constitutional law and practice, mediation, the rule of law, human rights and humanitarian law (www.eda.admin.ch/expertenpool).