Jonathan Perfect — Curriculum vitae

Structured text edition · original wording, presented in reading order.

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Profile

Senior communications professional with 20+ years' experience spanning UNHCR, the OSCE, LSE, BBC and advocacy organisations. Led global intranet, content strategy and publishing governance for UNHCR; delivered international public-facing communications and multimedia at the OSCE. Brings practical team supervision, senior stakeholder engagement, internal and change communications, editorial strategy, digital transformation and data-led improvement across complex, distributed organisations.

Professional experience

Intranet Web Editor | UNHCR – UN Refugee Agency

Jul 2020 – Dec 2025

- Led the editorial direction and business-side ownership of UNHCR's global intranet for 20,000+ staff in 130+ countries, setting priorities with senior stakeholders and improving the staff information experience.
- Supervised day-to-day work of a rotating group of 1–3 colleagues and 1–2 interns (task allocation, coaching and editorial review); coordinated a separate network of 250+ global content contributors.
- Developed publishing governance, editorial calendars, workflows, training and standards; delivered content and internal communications supporting organisational change, including urgent and sensitive updates.
- Led content audits, UX/search improvements and the transition to GA4; annual intranet page views grew from approximately 2.5 million to 9 million.
- Spearheaded the multi-year retirement of the outdated UNHCR Manual, influencing senior stakeholders, implementing content redirection and explaining the change to staff; the final policy was signed by the High Commissioner.

Digital Communications Manager | London School of Economics

Mar 2020 – Jul 2020

- Managed development of a digital communications product and supported a large publishing community through CMS guidance, documentation, training and analytics.
- Helped improve editorial processes, accessibility and the consistency of digital content.

Senior Communications Manager (Interim) | Index on Censorship

Dec 2019 – Feb 2020

- Led multi-channel communications for an advocacy organisation, including press work, newsletters, web, social media and video on sensitive issues.
- Coordinated editorial priorities and rapid content production against competing deadlines.

Director | Perfect Drinks Ltd

Sep 2017 – Dec 2019

- Founded and ran a premium soft drinks business, overseeing brand communications, digital campaigns, ecommerce and suppliers.

Online Communications Officer | OSCE – Organization for Security and Co-operation in Europe

Jan 2011 – Jun 2017

- Delivered public-facing digital communications on international and policy issues, translating complex material into clear content for diverse audiences.
- Coordinated urgent editorial and multimedia coverage of the OSCE Special Monitoring Mission to Ukraine with headquarters and field colleagues.
- Produced film, photography and live webcasts; supported multilingual digital publishing and trained colleagues in multimedia and CMS workflows.
- Supervised editorial and multimedia assignments for a small rotating group of colleagues and interns, reviewing outputs and supporting their development.
- Supported the migration from a proprietary CMS to Drupal, improved publishing workflows and applied search optimisation practices.

Multimedia Specialist | OSCE – Organization for Security and Co-operation in Europe

Jul 2010 – Jan 2011

- Produced and edited video, photography and other multimedia for OSCE digital audiences, supporting clear communication of international issues.

Website Assistant | OSCE – Organization for Security and Co-operation in Europe

Jul 2009 – Dec 2009

- Published and maintained multilingual OSCE web content, checking accuracy, consistency and presentation while supporting timely institutional updates.

Online Communities Assistant | BBC

Mar 2006 – Jun 2009

- Moderated and supported BBC online communities, balancing audience participation with editorial standards and safe discussion.
- Worked with editorial colleagues on audience engagement and day-to-day community content for public-service digital platforms.

Web Designer (self-employed) | Freelance

Jan 2005 – Jan 2007

- Designed and maintained client websites using HTML and CSS, with an emphasis on clear navigation, usability and content structure.
- Managed client requirements, revisions, delivery timelines and ongoing updates independently.

Education

MSc Open | The Open University | 2020–2021

PGDip New Political Communication | Royal Holloway, University of London | 2008–2010

BScEcon (Hons) International Relations | Aberystwyth University | 1999–2002

Core skills

Leadership & communication: Communications strategy; day-to-day team supervision and coaching; senior stakeholder engagement; internal and change communications; crisis and policy communications.

Content & audiences: Editorial direction and operations; content governance; campaigns; web, social, newsletters and press; UX, accessibility, training and distributed publisher networks.

Digital & production: Intranets and CMS (AEM, Drupal, WordPress); Google Analytics/GA4; search/SEO; web migration; video, photography, audio and live webcasts.