

MANAGER - TECHNOLOGY, COMMUNICATIONS AND EDUCATION

- **Organisation:** Institute for Strategic Dialogue (ISD)
 - **Reporting to:** Deputy Head - Technology, Communications and Education Team
 - **Location:** Central London
 - **Type of Contract:** One year fixed term contract, with view to permanent role subsequently
 - **Start Date:** ASAP
 - **Salary Bracket:** £35,000 - £45,000, dependent on experience
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About ISD

ISD is a global counter-extremism organisation dedicated to powering solutions to extremism and polarisation. For 10 years, we have responded to the rising challenge of extremist movements and the ideologies that underpin them, delivering cutting-edge programmes built from world-leading expertise in communications and technology, grassroots networks, knowledge and research, and policy advice.

ISD's innovative global education programmes and resources build the resilience of young people to hate speech, misinformation and extremism through the development of vital skills, from critical thinking to social and emotional learning, on and offline. Our research has shown that education plays a critical role in undermining the appeal of propaganda, hateful and extremist ideologies, disrupting their impact at the roots.

As a global non-profit organisation with teams in London, Beirut, Toronto and Washington D.C., ISD enjoys strategic partnerships with the world's leading technology companies and supports more than a dozen prominent governments and institutions in stemming the rise of violent extremism and hate speech.

Position summary

This vacancy is for an integral manager position within ISD's Technology, Communications and Education team.

Our teams work collaboratively and most staff work across multiple projects and programmes based upon the evolving nature of our project portfolio. This role will work primarily across ISD's PVE and digital education, and youth programmes, including [Extreme Dialogue](#) and [Young Digital Leaders](#), but may also be more broadly involved in projects focusing on building resilience among young people and the capacity of youth and/or civil society organisations.

The successful candidate will lead on delivery across multiple projects that seek to counter hate and extremism through education, in both formal and non-formal learning environments with young people aged 14-25 across a variety of international contexts. This position is critical for establishing and further developing training, outreach and delivery channels for ISD's education programmes in the UK and internationally.

Key responsibilities

The successful candidate will work with the Deputy Head for Technology, Communications and Education and the wider team and will be responsible for:

Project and Programme Management

- Work with the senior team efficiently to ensure their input and strategic leadership is embedded in the delivery of projects
- Ensure successful delivery of a range of projects to a high standard that is compliant with the requirements of key partners, donors and ISD policies and procedures
- Lead on researching, writing and editing reports for a variety of audiences including policy, the education sector, media and other industry experts
- Write, review and edit team communications outputs to ensure that they are timely, clear and representative of ISD's expertise
- Build, manage and maintain both internal and external stakeholders' relationships to an exceptional level
- Develop, manage and reconcile multiple project budgets, including working with the ISD grants team to report to funders where required
- Identify and provide solutions to risks, build awareness of risks within the team, and highlight escalation points where necessary

Development

- Manage a team to achieve the strategic expansion and development of ISD's programmes including education and youth networks
- Drive development to secure new funding, specifically for education and youth projects
- Scope potential new funders and development opportunities
- Actively and regularly engage UK-based relevant stakeholders
- Work with ISD's regional teams on localised development strategies and programming

Team Management

- Foster a positive and collaborative team environment
- Line manage up to 2 staff and support team to reach their potential through coaching, communication and identification of learning and development opportunities
- Manage up and communicate team updates and delivery planning to Deputy Head

Person specification

Essential

- Educated to degree level, ideally with a Masters in a relevant field
- Strong working knowledge within the education sector or within a youth environment
- Excellent project and programme delivery experience, with proven ability to manage complex and large projects involving numerous stakeholders

- Exceptional communication skills for use with a range of stakeholders
- Clear, fluent and concise oral and written communication skills
- Outstanding attention to detail
- Highly organised with the ability to be flexible, multi-task and respond proactively in a fast-paced environment
- Ability to work well both independently and in a team
- Broad understanding of and commitment to ISD's core mission
- Excellent line management skills and interest in team coaching and development
- Strong experience delivering events and training workshops

Desirable

- Established knowledge of and relationships within the education, policy or youth sectors both in the UK and internationally
- Experience developing and designing Measurement and Evaluation frameworks for education and/or capacity building programmes
- Experience of statistical analysis, including use of statistical packages such as SPSS
- Professional standard of written and spoken additional languages, in particular German, French, Arabic or languages from the Western Balkans
- Experience working in a fast-paced think tank or start up environment
- Interest in developing and leading thought leadership on additional specialisms, such as gender policies

Application process

If you would like to apply for this position, please send a one-page cover letter and up-to-date CV (no more than 2 pages) to vacancies@isdglobal.org by Friday 31st May 2019 at 5pm.

Please note that only short-listed candidates will be contacted and applications without a covering letter will not be considered.