

JOB DESCRIPTION - SENIOR MANAGER, CIVIC ACTION CAMPAIGNS AND CAPACITY BUILDING

Role	Senior Manager, Civic Action Campaigns and Capacity Building		
Reports to	Executive Director, AMEA	Direct reports	1-3
Budgetary responsibility	YouthCAN annual budget	Resource responsibility	None
Safeguarding responsibility	Participants at YouthCAN and civic action events	Key relationships	Grassroots actors, including youth activists and CSOs
Contract	Full Time, permanent	Location	London
Salary	£45,000 - £55,000	Level	Senior Manager

ISD's Guiding Principles

ISD's four Guiding Principles run through all of our work and reflect our culture. We expect all members of the team to embody these principles, regardless of seniority and role.

INTEGRITY	We're passionate about doing the right thing and holding ourselves to high standard
COLLABORATION	Together we create more than the sum of our parts
AGILITY	We're dynamic, fast, responsive and proactive in our work
COURAGE	We take considered risks in order to drive change

Role Purpose

The Senior Manager for Civic Action Campaigns and Capacity Building will oversee the design, development and delivery of ISD's global civic action campaigns and capacity building programmes. Working with ISD staff across programmes and regions, the post holder will develop a range of capacity building models and resources as well as ensuring the successful design and delivery of civic action campaigns both offline and online. This role sits in the centre of the organisation and provides resourcing and expertise to our teams working across the world.

Scope

The primary responsibility for this position will consist of driving success in two ISD programmes: Young Cities and the Youth Civil Activism Network (YouthCAN). The post holder will have a broad remit across the organisation and responsibilities including:

- Working with youth and a range of partners to design, develop and deliver innovative civic action capacity building and campaigns focused on countering hate, polarisation and extremism across multiple regions
- Working with partners locally and internationally to empower youth and municipal leaders to challenge hate, polarisation and extremism, while enhancing collaboration between youth and local governments to develop best practices for youth engagement
- Engaging audiences such as youth, community organisations, practitioners and municipal leaders to build their individual capacities and facilitate more inclusive and effective campaigns and youth programming
- Working with teams across ISD to produce civic action campaigns, models and modules for a range of audiences across a number of regions and programmes

- Taking ISD's existing civic action capacity building models beyond youth programmes
- Managing individual direct line reports as well as working closely and collaboratively with other ISD teams across regions and programmes

Responsibilities

1: Civic Action Capacity Building for ISD partners and audiences

- Lead on the design, development and delivery of capacity-building models and modules, including curriculum and materials, for ISD audiences (youth, practitioners, local and national governments and civil society).
- Support teams in the development of capacity building programmes and campaigns.
- Ensure delivery of training programmes and workshops in multiple locations to help youth develop youth-led civic action initiatives and projects that counter hate, polarisation and extremism while promoting social cohesion.
- Contribute to building the capacity of civil society actors to engage youth and policy makers.
- Contribute to developing best practices for youth engagement and capacity building.

2: Civic Action Campaigns

- Lead on the design, development and delivery of youth-led civic action campaigns to counter hate, polarisation and extremism while promoting social cohesion.
- Oversee a grant scheme for youth campaigns.
- Support the design, development and delivery of civic action campaigns across the range of ISD audiences (practitioners, local and national governments and civil society).
- Work collaboratively with colleagues to develop cross-organisational civic action capacity building modules and resources.

3: Project Management and Development

- Manage 1-3 other ISD team members, including line management of staff delivering across YouthCAN and Young Cities programming.
- Oversee the management and coordination of external teams and/or delivery partners.
- Contribute to the development and expansion of YouthCAN, Young Cities and other campaigns and capacity building programmes, including securing future funding.
- Oversee programmatic communications, managing the development of websites and social media messaging.
- Lead donor management and communication, including project reporting, for YouthCAN.
- Contribute to donor management and reporting for Young Cities

4: Research and Reporting

- Develop and support civic action research, and analyse data to support the development of civic action policy briefings/reports/guides.
- Contribute to the writing of civic action proposals, methodologies and toolkits for a range of ISD audiences (youth, practitioners, local and national governments, and civil society).

(First 12 months of role) fulfil some additional responsibilities as maternity cover for Young Cities Senior Manager:

- Ensure all Young Cities activities are delivered on time and budget at a high standard, including international events such as participation at UNGA and the Oslo showcase.
- With Operations team, oversee youth groups' grants compliance and safeguarding.
- Oversee partner selection and management for Young Cities activities.

Impact (the change this role needs to deliver)

This role is integral to ISD’s civic action programming. Working with a range of audiences (youth, practitioners, local and national governments, and civil society) across ISD, the Senior Manager for Civic Action Capacity Building and Campaigns will be responsible for the development and production of best practice, reports and training materials to inform youth, practitioners, local and national governments and civil society.

The role is envisioned to have a focus on youth engagement and civic action, while contributing to an organisation-wide remit of developing best practice civic action modules and campaigns for a range of audiences and programmes, in concert with a number of ISD teams and partners. The Senior Manager for Civic Action Capacity Building and Campaigns will be need to be savvy, adept and innovative in creating capacity building modules that are responsive to contexts across the world in order to support audiences fighting hate, polarisation and extremism.

Outcomes (the way success will be measured)

- 3 civic action modules created per year
- 3 policy briefs/reports/guides produced per year
- £200,000 of new project work brought in per year
- Positive 360 feedback from colleagues and senior staff

PERSON SPECIFICATION TEMPLATE

Expectations

We expect all staff, consultants and volunteers to:

- Commit to ISD’s vision, mission and Guiding Principles
- Foster diversity, inclusivity and equality of opportunity at ISD
- Demonstrate respect for others and safeguard those who are vulnerable
- Carry out their duties in accordance with ISD’s policies and procedures
- Adhere to risk management and security instructions at all times

Competencies

These reflect ISD’s Guiding Principles which we expect all members of the team to embody, regardless of seniority and role. How these competencies are assessed is outlined in ISD’s Performance Review Process.

Guiding Principles	Competencies
Integrity	<ul style="list-style-type: none"> • Personal integrity • Focus on quality
Collaboration	<ul style="list-style-type: none"> • Respect for others • Commitment to the team
Agility	<ul style="list-style-type: none"> • Efficiency and effectiveness • Growth mindset
Courage	<ul style="list-style-type: none"> • Strategic thinking • Passion for driving change

Specific Requirements

These are a priority for this specific role, and form part of our assessment during recruitment, probation and ongoing performance management. They are also a framework for focusing continuing professional and personal development.

Knowledge

Requirement	Essential	Desirable
Master’s Degree in Conflict Studies or a related field	X	
Microsoft Office (Word, PowerPoint, Excel)	X	
Project management	X	
Risk analysis and management	X	
Monitoring & evaluation	X	
Teaching methods and approaches	X	
Research methodologies (digital; ethnographic etc)		X
Graphic design (Adobe or other)		X

Experience

Requirement	Essential	Desirable
Minimum 5 years of experience working directly with youth	X	
Minimum 5 years of experience in P/CVE or a related field	X	
Minimum 5 years of experience as a facilitator or trainer	X	

Minimum 5 years of experience with project management	X	
Minimum 5 years of experience in international project delivery	X	
Successful fundraising experience	X	
Experience managing a team (of at least 2 people)	X	
Experience developing training curriculum and training materials	X	
Experience presenting on panels or as part of high level events	X	
Minimum 2 years of experience working with and supporting Civil Society organisations		X
Minimum 2 years of experience working with policy makers or local government officials		X

Skills

Requirement	Essential	Desirable
Training and facilitation	X	
Developing educational or training curriculum	X	
Grant and proposal writing	X	
Stakeholder management	X	
Social media and online communication	X	
Counter-narratives and campaigning	X	
Professional writing for publication	X	
Public speaking and presenting	X	
Copy-editing	X	
Event organising and management	X	
Research		X

Job description and Person Specification drafted by:	<i>Sabine Barton, Senior Manager Strong Cities Network</i>
Signed off by:	<i>Moustafa Ayad, Deputy Director</i>
Date:	<i>03.11.20</i>
HR / Ops sign off:	<i>Sarah Kennedy, Deputy Director</i>
Date:	<i>05.11.20</i>
Date for next review:	<i>November 2021</i>