JOB DESCRIPTION – ANALYST (GERMANY)

Role	Analyst (Germany)		
Reports to	Executive Director, ISD Germany	**Direct reports**	0
Budgetary Responsibility	None	**Resource Responsibility**	None
Safeguarding	None	**Key relationships**	Digital research unit, German partner research organisations
Contract	Fixed term, 1 year, full-time	**Location**	London, Berlin or remote
Salary	TvOD 13.2	**Level**	Coordinator

*** This role is subject to funding***

About ISD

ISD is a global think and do tank dedicated to powering solutions to hate, polarisation and extremism. Combining research and analysis with government advisory work and programme delivery around the world, ISD works to implement real-world, evidence-based responses to these challenges. We are a fast-paced and dynamic team that prioritises integrity, collaboration and courage in all we do.

As an independent, international, non-profit organisation with teams in London, Beirut, Berlin, Nairobi and Toronto, ISD enjoys strategic partnerships with some of the world's leading universities and supports more than a dozen prominent governments and international institutions in safeguarding human rights and stemming the rise of extremism and hate.

ISD Germany established a presence in Berlin in 2020 and is looking to recruit a new junior member to work within a team of 8 staff. The role of Analyst will sit within the ISD Germany team but have broader engagement across all ISD programming and in particular with the Research team based in the ISD London headquarters. As such, we invite applications only from those with professional bilingual fluency in German and English.

The Analyst will conduct quantitative and qualitative digital research, including data analysis and open source intelligence on issues of disinformation, extremism or political communications online.
The Analyst will support the research team in detecting and analysing online disinformation and/or extremism and produce research outputs relating to these topics. This role will have a specific focus on extremism and disinformation in Germany in the context of the 2021 German Federal Elections.

Responsibilities

1. **Utilise online analytics tools in order to identify disinformation / information operations**
   a. Interpret datasets from social media and online media sources, using the selection of tools available to ISD researchers, to help detect and analyse information operations or extremist activity online.

    b. Support the design and constant evolution of effective methods, processes and technologies to support ISD's research team in online analytics, specifically for the detection of disinformation and media manipulation.

2. **Utilise online analytics tools in order to identify and analyse online hate speech / hate groups**
   a. Interpret datasets from social media and online media sources, using the selection of tools available to ISD researchers, to help detect hate group activity and hate campaigns online.
   b. Provide analysis of these incidents, including assessment of their source, techniques and potential impact.

3. **Digital ethnography and qualitative analysis**
   a. Monitor the platforms used by relevant hate groups, extremist groups and foreign state information operations online.
   b. Monitor the channels and forums used by relevant hate groups, extremist groups and foreign state information operations on a range of online platforms.
   c. Monitor the keywords, images, symbols and influencers relevant to key hate groups, extremist groups and foreign state information operations online.

4. **Author and co-author written outputs from research findings**
   a. Produce or support on the production of written summaries of the methods, findings and implications of research conducted on disinformation or hate online for a spectrum of stakeholders. This will involve turning data outputs into readable and accessible studies and stories for a variety of audiences including the media, research community, policymakers and the public.

5. Roles and responsibilities set out above are not exhaustive and the post holder may be required to carry out additional duties within their skillset and level of experience.

Outcomes (the way success will be measured)

- Co-author or author regular outputs from research conducted on disinformation and extremism in English and German
- Successful use of data analytics tools to produce research outputs analysing trends or incidents on at least 5 online platforms
- Support the development of new methodologies for online analytics at ISD
- Receive positive 360 degree feedback from colleagues and line manager

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	• Personal integrity • Focus on quality
Collaboration	• Respect for others • Commitment to the team
Agility	• Efficiency and effectiveness • Growth mindset
Courage	• Strategic thinking • Passion for driving change

Specific Requirements

	Essential	Desirable
Knowledge, training and qualifications	• Degree-level qualification with specialism in online communications, disinformation, extremism, hate groups or related topics or relevant experience • Working knowledge of natural language processing software and methodologies • Good working knowledge of the key issues and debates around digital policy, platform regulation, extremism and hate speech online • Context knowledge of German affairs • An understanding of and commitment to ISD's core mission	• Master's Degree Qualification on online communications, disinformation, extremism, hate groups or related topics or relevant experience • Knowledge / Proficiency in programming languages: R, python, java script
Experience	• Experience and knowledge of online analytical tools and approaches, including but not limited to natural language processing, network mapping or OSINT techniques • 2+years professional experience as a researcher, data analyst	• 2+years professional experience working with journalists or media outlets on issues relevant to technology, extremism, or disinformation • Experience working in a fast-paced think tank or start up environment

		• Experience working for a research, project management or civic action organisation • Experience working in an international environment with teams with diverse backgrounds
Skills	• Exceptional written and spoken English and German – professional standard bilingual abilities are essential • Clear, fluent and concise oral and written communication skills • Strong subject matter familiarity with disinformation, extremism, hate speech • Data visualisation skills: e.g. Tableau, Gephi • Strong data analytical and critical thinking skills • Ability to work well both independently and in a team • Work proactively to build networks, speak at engagements and attend expert briefings. • Support development of proposals for the German market	• Knowledge of qualitative and quantitative research methods
Additional requirements		

Job description and Person Specification drafted by:	*Chloe Colliver, Head of Digital Policy and Strategy*
Signed off by:	*Sarah Kennedy, Chief Operating Officer*
Date:	23.02.21
HR / Ops sign off:	*Mandi Lazenby, Head of HR*
Date:	*23.02.21*
Date for next review:	*February 2022*