

## JOB DESCRIPTION – HEAD OF DIGITAL RESEARCH, US

<b>Role</b>	<b>Head of Digital Research, US</b>		
<b>Reports to</b>	Head of Digital Policy and Strategy	<b>Direct reports</b>	3-5
<b>Budgetary responsibility</b>	None	<b>Resource responsibility</b>	TBC
<b>Safeguarding</b>	Safeguarding research staff	<b>Key relationships</b>	Digital Analysis Unit; Head of Communications; ISD US Executive Director (to be hired)
<b>Contract</b>	Fixed term, full-time	<b>Location</b>	US, London or remote
<b>Salary</b>	competitive	<b>Level</b>	Head

### About ISD

ISD is a global think and do tank dedicated to powering solutions to hate, polarisation and extremism. ISD has established itself as one of the leading authorities on disinformation, extremism and security. Combining research and analysis with government advisory work and programme delivery, ISD has been at the forefront of forging real-world, evidence-based responses to the challenges of polarisation, disinformation, extremism and terrorism. 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's Digital Analysis Unit is dedicated to better understanding how extremist and hate groups use technology. Working with strategic technology partners, ISD's team use data analytics, natural language processing, OSINT techniques and rigorous ethnographic research to develop a real-time understanding of extremist networks, movements and narratives online. The ISD Digital Analysis Unit has the most advanced open source online data analytics, risk identification and evaluation capabilities available in the counter-extremism and disinformation fields. We are able to analyse specific types of hate and extremist speech and content online, with methodological rigour and transparency. We also work to detect instances of the covert manipulation of content, identities and behaviours to spread false information or to mislead the public.

### Role Purpose

The Head of Digital Research (US) is a new leadership role in ISD's growing Digital Analysis Unit. The successful candidate will be an experienced analyst with a proven track record leading digital analysis of online manipulation, hate or extremism, and will lead a team to deliver world-class digital research outputs in the US focused on extremism, disinformation and hate speech online. The role entails coordinating ISD's network of partner research organisations, as well as effectively presenting ISD research and analysis to policy makers and the media in the US.

## Responsibilities

### Oversee and manage research projects and teams (75%)

- Build out ISD's digital analysis work in the US, and maintain ISD's partnerships to achieve world-class digital research and outputs in the domains of extremism, hate and disinformation
- Oversee and manage a research team of senior and junior analysts working on issues of online extremism, disinformation and hate in the US context, including OSINT analysts, computational data analysts and digital ethnographic analysts
- Design and oversee digital research investigations in the US to align with ISD's broader strategic objectives and to connect with ISD's international teams, resulting in a steady pipeline of briefings and publications throughout the year
- Ensure coordination and shared resourcing/ lesson learning from digital research projects across all ISD countries of operation (particularly US, UK, Germany, France)

### Representation and partnerships (25%)

- Represent ISD's Digital Analysis Unit in the US through media appearances, and representation at policy expert events
- Manage the research partnerships maintained through ISD's coalition of US research partnerships through chairing coalition meetings, assessing research needs and priorities for the group, and interfacing between the research teams and contacts in policy, advocacy and legal channels established in the US
- Build out and represent ISD's Digital Analysis Unit through fundraising and programme development/ expansion in the US

## PERSON SPECIFICATION

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

### 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.

	Essential	Desirable
<b>Knowledge, training and qualifications</b>	<ul style="list-style-type: none"> <li>• Substantial relevant experience or Degree-level qualification</li> <li>• Strong subject matter expertise in online manipulation, extremism or hate</li> <li>• Strong understanding of available digital research methods, tools and organisations in the US context</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant experience or Master's Degree Qualification on disinformation, extremism, hate groups or related topics</li> <li>• Strong subject matter expertise in extremism/hate movements in the US context</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• 5+ years professional experience in the digital research field</li> <li>• Significant experience and knowledge of online analytical tools and approaches, including but not limited to Crowdtangle,</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in media representation and/or policy representation at a high level</li> <li>• Experience working in coalitions or multi-organisation projects</li> </ul>

	<p>natural language processing, network mapping and OSINT</p> <ul style="list-style-type: none"> <li>• Significant experience in designing methodologies and leading teams in identification of online manipulation campaigns</li> </ul>	
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Strong project and research management capabilities</li> <li>• Writing, editing and data analysis</li> <li>• Extremely strong written and oral communication skills</li> <li>• Entrepreneurial approach to fundraising and development</li> <li>• Great team management skills (remote, international, virtual)</li> <li>• Exceptional attention to detail</li> </ul>	<ul style="list-style-type: none"> <li>• Data visualisation skills e.g. Tableau, Gephi</li> <li>• Data analytics skills e.g. natural language classifiers, data scraping, data cleaning, data filtering</li> <li>• Professional Spanish fluency</li> <li>• Coalition and partnership management skills</li> </ul>
<b>Additional requirements</b>	<ul style="list-style-type: none"> <li>• Strong knowledge of digital policy dynamics and debates in the US, UK and Europe</li> </ul>	<ul style="list-style-type: none"> <li>• Strong knowledge of US politics and policy</li> </ul>