

JOB DESCRIPTION

SENIOR MANAGER MONITORING, EVALUATION AND LEARNING

Role	Senior Manager – Monitoring, Evaluation and Learning (MEL)		
Reports to	Head of AMEA	Direct reports	1+
Budgetary responsibility	TBC	Resource responsibility	TBC
Safeguarding	None	Key relationships	Key ISD programming leaders, as well as the project operations team
Contract	One year fixed-term, with view to permanent position	Location	London / Remote
Salary	£45,000 - £55,000	Level	Senior Manager

About ISD

ISD is a global counter-extremism organisation dedicated to powering solutions to hate and extremism. ISD has established itself as one of the leading global authorities on 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 integration, extremism and terrorism.

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.

Role Purpose

The senior M&E professional will be part of our growing and busy team and play a key role in driving forward the development of ISD's approach to monitoring, evaluation and learning (MEL). This individual would be expected to lead on the strategic development of our organisational monitoring and evaluation practice and systems, working in close partnership with our research, policy and programme teams.

The post holder should be familiar with participatory and adaptive learning approaches to MEL in complex environments, and have experience of leading evaluations in the P/CVE or related fields. The post holder will work alongside project teams to develop M&E capacity and improve organisational systems to collect and analyse data, develop best practice models and draw out lessons from project evaluations which can be shared internally and externally.

Responsibilities

1. ISD Programming

- Lead the on-going development of MEL systems and Theories of Change for ISD projects and programmes
- Lead and advise on the identification and development of tools to enable all projects to collect, aggregate and analyse data, in order to meet all relevant reporting requirements and to facilitate and inform project management and learning
- Advise and support project managers on development of logic models, choice of indicators and development of M&E plans.
- Coordinate implementation of the MEL system, M&E tools, and project monitoring plans, including training and support for project staff and field teams, support data analysis and usage
- Lead on design and implementation of qualitative and quantitative data collection such as surveys, interviews, focus group discussions using robust methods and data collection tools.
- Train relevant programme staff on M&E tools, data collection and analysis and basic surveying and sampling techniques
- Lead and/or advise on the publication of public evaluation reports of ISD programme models across a range of P/CVE topics and areas, including digital citizenship education, NGO capacity building, multi-stakeholder coordination, advocacy and policy influencing

2. Broader M&E Agenda

- Drive an agenda that centers on using M&E as a learning tool to improve ISD programming and wider efforts on P/CVE
- Cultivate strategic MEL relationships and alliances with other P/CVE actors and represent MEL activities in public and professional circles through meetings, conferences, and presentations
- Lead on development of systems for tracking organisational impact across teams

3. Development

- Strategically expand and develop ISD's monitoring and evaluation capacities
- Support project managers in developing M&E elements of donor proposals and reports, including provision of monitoring plans, project data, and reports on progress towards indicators
- Drive development to secure new funding to evaluate sections of ISD programming
- Build and maintain internal and external stakeholders' relationships
- Actively and regularly engage relevant stakeholders
- Work with ISD's regional teams on localised development strategies and programming

4. Management and Representation

- Foster a positive and collaborative team environment
- Line manage up to 2 staff and support colleagues to reach their potential through coaching, communication and identification of learning and development opportunities
- Write, review and edit organisational outputs to an exceptional standard
- Represent ISD and projects at the highest levels of stakeholders, including in the media and with governments and international organisations

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"> • 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.

For each listed requirement, tick whether this is an essential or desirable requirement.

	Essential	Desirable
Knowledge, training and qualifications	<ul style="list-style-type: none"> • Educated to degree level or equivalent relevant work experience (such as conflict studies, peacebuilding, international development) 	<ul style="list-style-type: none"> • Masters degree from reputable university or relevant experience
Experience	<ul style="list-style-type: none"> • Experience at senior level designing and delivering MEL capabilities at international, government, donor, development agency or NGO levels. • Senior-level experience developing and delivering MEL capabilities for P/CVE, peacebuilding, stabilization, governance, development or related 	<ul style="list-style-type: none"> • Experience working in a fast-paced think-tank or start-up environment • Experience in working with a wide range of donors • Demonstrable experience working on and supporting international projects

	<p>fields on an international basis across multiple regions.</p> <ul style="list-style-type: none"> • Leading expertise on the development of evidence-based Theories of Change for range of programme types. • Extensive experience in conducting a range of evaluation types such as theory-based, case-based, process and impact evaluations for a variety of projects. • Experience of using participatory MEL approaches that provide space for programme and policy teams, partners and beneficiaries to jointly reflect on the effectiveness and impact of their work. • Experience in developing MEL systems for a variety of project types, such as capacity building, advocacy/policy influencing, research and networks. • Previous experience supporting or leading M&E data collection, and development of M&E functions • Experience of line management, building and developing teams 	
Skills	<ul style="list-style-type: none"> • Clear, fluent and concise oral and written communication skills • Highly organised with the ability to be flexible, multi-task and respond proactively in a fast-paced environment 	<ul style="list-style-type: none"> • Ability to facilitate dialogue between partners from a range of international contexts • Data visualization expertise • Familiarity with statistical analysis and SPSS
Competencies	<ul style="list-style-type: none"> • Intercultural and interpersonal awareness • Ability to work well independently and in a team 	<ul style="list-style-type: none"> • Familiarity of overseeing and leading on MEL strategy at an organisational level or across a range of projects and programmes.
Additional requirements	<ul style="list-style-type: none"> • There may be requirements to travel internationally 	<ul style="list-style-type: none"> • Written and spoken fluency in German/Arabic/French/Swahili/ or other languages