



JOB DESCRIPTION

COORDINATOR, NETWORKS AND MEMBERSHIP

Role	Coordinator, Networks and Membership		
Reports to	Head of Partnerships and Network Management	Direct reports	0
Budgetary responsibility	N/A	Resource responsibility	N/A
Safeguarding	N/A	Key relationships	Head of Partnership and Network Management; Communications Manager; Senior Manager for Civic Action and Networks, and Regional Hubs staff
Contract	1 year fixed-term contract	Location	London/Europe
Salary	30,000 – 35,000 GBP	Level	Coordinator

ABOUT SCN

The [Strong Cities Network \(SCN\)](#) is an independent global network of 160+ cities and local governments dedicated to addressing all forms of extremism, hate and polarisation, while promoting a human rights-based prevention framework in which local knowledge and practice informs national, regional and international approaches. The SCN is managed by the [Institute for Strategic Dialogue \(ISD\)](#).

Our mission is:

- To inspire, catalyse and multiply locally-driven, non-discriminatory, human rights-based, and gender-sensitive policies and programmes that prevent and counter extremism, hate and polarisation that rest upon trust-based partnerships with communities;
- To enhance the practical implementation of programming and practice at a local level aimed at building social cohesion and community resilience to all forms of extremist- and hate-motivated violence;
- To connect sub-national leaders and practitioners from a range of disciplines, including community relations, social and health services, education, leaders from the youth community, economic development, religious affairs, local community leaders and civil society, to exchange lessons learned and provide tailored training through face-to-face and online exchanges; and
- To elevate the voices of mayors and other local leaders and ensure the needs and priorities of cities and other sub-national authorities are reflected in national, regional, and international conversations around how to most effectively address extremism, hate and polarisation.



ROLE PURPOSE

The purpose of this role is to support consistent, coordinated and strategic engagement by the Management Unit with current and future SCN members. This includes strong coordination between the Management Unit and Regional Hub staff globally to ensure a smooth flow of information, and the proactive identification and capture of opportunities not only between the Management Unit, Network members and relevant stakeholders, but also between cities themselves. The role may also include some limited support (as required) for SCN's programmatic engagements at the regional and global levels, but the focus of this role will be supporting network and membership outreach.

The Coordinator, Networks and Membership, will play a key role within the SCN Management Unit, working within the Partnerships and Network Management team. The role will support pivotal SCN development, engagement and activities as we seek to deliver on an exciting new strategy for the next phase of the network's growth and impact.

The post holder will have strong communications, administrative and organisational skills. They will bring energy to the role and responsibilities and possess a strong work ethic and attention to detail. They will have demonstrated in previous roles the ability to work both independently and as part of a dynamic team environment and be eager to contribute actively to the Strong Cities mission

KEY RESPONSIBILITIES

1. Facilitate outreach to potential members, on-boarding new Members, and supporting outreach to existing members (30%)

- Support city and partner outreach, set up and contribute to meetings, capturing action points with a view to incentivise and strengthen engagement with the SCN and across the Management Unit.
- Support day-to-day communication with SCN members and partners, sharing updates, engaging stakeholders in upcoming events and activities and being responsive to member's questions, concerns and needs.
- Support the organisation of bi-weekly meetings with SCN members, focusing mostly on members in Europe and North America, not serviced by SCN Regional Hubs.
- Review new membership application forms and surveys and input relevant data into member city databases in coordination with Regional Hub colleagues.
- Contribute to the monitoring of significant political events which might require an SCN follow up to maintain strong relationship with relevant actors on the national and local level.
- Disseminate invitations/opportunities to engage in capacity building opportunities led by SCN partners to membership and other relevant stakeholders.
- Disseminate relevant and innovative policy briefings, training manuals, guidelines, blog posts, and quick-turnaround research analysis briefings to members.

2. Manage SCN's membership and partner databases (30%)

- Manage and oversee the Management Unit and Regional Hub teams' engagement with the SCN's CRM (contacts database), liaising with staff to ensure they are actively updating and managing data.
- Support the development of tools and a system to identify and capture member needs and priorities to inform SCN planning.



- Liaise with Regional Hubs to ensure city profiles are updated.
- Support the development of process for tracking member engagement.
- Collect and consolidate member engagement data for the purposes of monitoring and evaluations and understanding progress on relevant policy/practice areas of SCN members.
- Coordinate with the Communications Team to ensure membership engagement through SCN's external platforms is captured.

3. Facilitate city-to-city peer learning and the exchange of good practices (20%)

- Proactively identify opportunities for city-to-city peer learning matching local authorities to municipal counterparts and other partners that can support them in addressing a particular need or issue.
- Provide logistical and other support to enable member cities to participate in SCN International Steering Committee meetings, global working groups and other global SCN events, including online activities, including logistics (e.g., setting up platform logins, inviting speakers and participants, and arranging interpretation).
- Support organisation and delivery of global member engagement activities, including conferences, workshops and exchanges by arranging participants' travel and accommodations, liaising with venue services, ordering materials, budgeting and other logistical responsibilities to support successful events management.
- Draft event summary reports which will be published and shared with the broader network.
- Provide logistical and other support to enable member cities to participate in SCN partner activities at regional, global and multilateral levels.

4. Support SCN roll out of programmatic activities (10%)

- Support the mapping of city needs and priorities through desktop research, city consultations interviews, focus groups and surveying.
- Support the development of manuals, toolkits, guides and reports that address pressing city needs.
- Contribute to the delivery of cross-regional city exchanges.

5. Feed into management, operational, communication, and monitoring & evaluation processes (10%)

- Contribute to weekly regional and global SCN internal team meetings.
- Contribute to procurement processes with close coordination with the Operations Team.
- Support the drafting of high-quality content for SCN's website and social media platforms.
- Contribute to the SCN's newsletter.
- Contribute to donor engagement and reporting.

OUTCOMES (THE WAY SUCCESS WILL BE MEASURED)

- Successful and independent daily communication and coordination with SCN members and partners.



- SCN CRM and other databases are consistently and continuously reviewed and up to date, based on successful coordination across the Management Unit and Regional Hubs.
- Proactively facilitating city-city and city-partner collaboration and partnership.
- Membership engagement activities, including workshops, webinars and meetings are organised and delivered to a high standard.
- Successful coordination with the Communications Team, ensuring member engagement is well-captured on SCN's external platforms.
- Positive 360 feedback from colleagues and senior staff, working collaboratively to support the wider team to deliver on the SCN strategy.

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

EQUALITY, DIVERSITY AND INCLUSION

ISD endeavours to recruit a range of candidates to strengthen our team and contribute to our organisational culture. We particularly welcome applications from candidates currently underrepresented across the organisation – including those from diverse ethnic and socio-economic backgrounds, those with disabilities, and members of the LGBTQ+ community.



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
Knowledge, training and qualifications	<ul style="list-style-type: none"> • Bachelor's degree in international relations, human rights, political science, security, law, diplomacy, public policy or relevant experience. • Essential knowledge of key security and governance challenges affecting communities, with a specific focus on extremism, hate and polarisation. 	<ul style="list-style-type: none"> • Master's Degree in relevant field or relevant experience.
Experience	<ul style="list-style-type: none"> • Strong experience and capability in supporting peacebuilding/preventing violent extremism/social cohesion programmes/capacity-building with a range of stakeholders. • Experience in organising meetings and large-scale events with participants from different countries • Experience with stakeholder relationship building and management • Experience with managing databases • Experience with drafting reports and research outputs 	<ul style="list-style-type: none"> • Knowledge of P/CVE frameworks, strategies and structures • Experience in working with government, civil society stakeholders and international organisations • Experience in working with an international team • Experience in working within the P/CVE field in the Western Balkans
Skills	<ul style="list-style-type: none"> • Excellent written and spoken communication skills • Attention to detail • Native or professional working proficiency in English • Proficient use of Zoom/Microsoft Teams for the organisations of online meetings and webinars • Ability to work in a face-paced environment while managing a series of different tasks • Ability to prioritise and execute tasks efficiently 	<ul style="list-style-type: none"> • Proficiency in CRM software. • Fluency in other languages (specifically Arabic) would be advantageous



	<ul style="list-style-type: none">• Fluency in French, essential• Willingness and ability to drive work both independently and in collaboration with a global team• Highly organised with the ability to be flexible, multi-task and respond proactively• Ability to independently conduct open-source desktop research• Intercultural and interpersonal awareness• Ability to travel, for scheduled and <i>ad hoc</i> activities and meetings	
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