



JOB DESCRIPTION –

HEAD OF WESTERN BALKANS REGIONAL HUB

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| Role | Head of Western Balkans Regional Hub | | |
| Reports to | Director of Global Engagement | Direct reports | 2 |
| Budgetary responsibility | ~ £150,000 | Resource responsibility | N/A |
| Safeguarding | N/A | Key relationships | Regional Hub team, Director of Global Engagement, Head of Practice, Head of Partnerships & Networks |
| Contract | Fixed-term until September 2023 | Location | Field-based, preferably Sarajevo |
| Salary | Competitive | Level | Head of |

**** This role is subject to confirmation of funding ****

About SCN

Launched at the UN General Assembly in 2015, the [Strong Cities Network \(SCN\)](#) is an independent global network of 160+ cities and other local governments dedicated to addressing all forms of violent 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), which has offices in Germany, the UK and the US.

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 violent 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 prevent violent extremism, hate and polarisation.



This role will lead on development and implementation of the newly-launched Western Balkans Regional Hub. It will be employed by ISD but dedicated to SCN regional coordination, engagement and activities as the SCN seeks to deliver on an exciting new strategy for the next phase of the network's impact globally.

Role Purpose

The Head of the Western Balkans Regional Hub will lead engagement with cities, governments and other relevant partners across the region, fostering strong and effective relationships to deliver on the SCN's mission. The role will lead coordination and implementation of an annual workplan, build high-level strategic partnerships and strong relationships with relevant stakeholders and partner institutions in the region, and lead ongoing development and sustainability efforts. Overall, the role will ensure that the network's strategy and activities is driven by – and ultimately responds to – the needs and gaps that cities themselves identify in their ability to prevent violent extremism, hate and polarisation at local levels.

The post holder will have extensive knowledge of key security and governance challenges affecting communities across the Western Balkans and will have a proven track record of working on these issues at a senior or leadership level across the region. They will bring energy and drive to the role, leading by example to inspire excellence in the quality of all outputs, attention to detail and a strong work ethic. 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. Lead programmatic activities in region (40%)**
 - Establish and implement effective outreach and engagement processes with cities across the region in order to map local needs and gaps that inform SCN's regional efforts;
 - Successfully manage delivery of at least two regional workshops uniting key stakeholders across the region, including responsibility for delivering on time and within budget;
 - Lead identification and dissemination of good practices at the city-level to highlight within and beyond the region;
 - Coordinate annual workplan of additional engagements such as mayoral convenings, webinars and other online fora, training activities exchange initiatives and relevant partner events;
 - Manage allocation and monitoring of regional Technical Support Fund to support localised efforts led by municipalities that address key strategic gaps identified;
 - Lead on the technical content, event agendas, and policy focus of all regional activities in coordination with HQ colleagues, informed by deep subject matter expertise relevant to P/CVE and/or conflict stabilisation, peacebuilding and local governance and resilience efforts as well as strong familiarity with regional issues and debates;
 - Set-up and develop active regional working groups for mayors and practitioners;



- Inform the agenda of and consultation with the SCN International Steering Committee based on regional needs and priorities;
- Ensure participation of Western Balkans stakeholders in SCN International Steering Committee and in global events outside of the region where relevant.

2. Build strong and effective regional partnerships (25%)

- Identify opportunities and develop strategic partnerships with relevant multilateral and regional institutions and partners to ensure that SCN efforts are represented in wider P/CVE and/or relevant policy and practice frameworks;
- Develop strong relationships with national governments in Albania, Bosnia & Herzegovina, Kosovo, North Macedonia, Montenegro and Serbia to improve collaboration with SCN and strengthen the role of cities and municipalities, including through stronger national-local coordination;
- Build effective relationships with relevant INGOs, private sector stakeholders and civil society organisations to advance SCN's mission in the region;
- Represent SCN at a range of regional and international events, speaking confidently to SCN's global strategy and the priorities of the Regional Hub.
- Develop and disseminate high-level policy briefings, training materials, good practice guides, blog posts, and quick-turnaround research analysis for a range of strategic partners.

3. Project, processes and personnel management (15%)

- Chair weekly regional team meetings and ensure strong coordination with HQ colleagues on key areas of programmatic decision-making;
- Line management responsibility for two junior direct reports;
- Participate in weekly global Management Unit team meetings;
- Maintain constant written and verbal communication with donors, including with in-country representation;
- Oversee the drafting and review of donor reports;
- Support monitoring, evaluation and learning efforts at regional and, where necessary, global levels;
- Ensure correct procurement processes are followed for contracting goods and services;
- Use institutional and external project management tools to effectively manage projects and activities to time, quality and budget.

4. Development and fundraising (20%)

- Identify *ad hoc* development and fundraising opportunities in coordination with SCN leadership that will strengthen the Regional Hub's ability to successfully deliver on its mandate in line with regional membership's needs and SCN strategic priorities.
- Lead on business development opportunities in close partnership with SCN leadership and HQ colleagues, covering all stages from concept inception through to proposal and budget submission and follow-up to secure funded support in line with SCN strategic priorities in the region.



Outcomes (the way success will be measured)

- Successful implementation of Western Balkans programmatic activities;
- Strong partnerships developed with regional organisations and relevant government agencies;
- Successful, timely and relevant delivery of Regional Hub functions that clearly address identified local needs;
- Strong coordination with both regional and HQ colleagues on planning and implementation;
- 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 |
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| 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 requirements 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 |
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| Knowledge, training and qualifications | <ul style="list-style-type: none"> • Relevant experience in, or Bachelor’s degree in international relations, political science, security, law, diplomacy or similar. • Expert knowledge of counter-terrorism, preventing/countering violent extremism, rule of law, peacebuilding, conflict mitigation | <ul style="list-style-type: none"> • Relevant experience in, or Master’s degree in international relations, political science, security, law, diplomacy or similar. • Advance knowledge of existing SCN capacity-building and other engagement in the Western Balkans region. |



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| | <p>or international cooperation.</p> <ul style="list-style-type: none"> • Relevant qualifications in international affairs or other relevant fields. • Knowledge of key security, development, governance, peacebuilding or related issues in the Western Balkans region. • Strong knowledge of local government structures in 2-3 relevant countries. | <ul style="list-style-type: none"> • Expert knowledge on key governance development issues. |
| Experience | <ul style="list-style-type: none"> • Significant experience in developing and/or delivering peacebuilding/preventing violent extremism/local governance programmes with a range of stakeholders. • Strong line management experience including leading remote teams. • Substantial experience in partnership and network building • Previous experience in either working with or in national/local governments, civil society and/or international organisations on prevention initiatives. • Knowledge of regional, national and local P/CVE and/or other relevant frameworks, strategies and structures. • Experience organising and leading meetings and events with national government and/or local officials • Experience in working with an international team • Experience in fundraising | <ul style="list-style-type: none"> • Experience managing or engaging with city networks, professional membership associations, or similar bodies |
| Skills | <ul style="list-style-type: none"> • Excellent written and spoken communication skills. Ability to speak independently and confidently with city officials. • Native or working proficiency in at least one regional language. • Willingness and ability to drive work both independently and in collaboration with a global team. | <ul style="list-style-type: none"> • Working proficiency in two or more regional languages |



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| | <ul style="list-style-type: none">• Fluency in English (verbal and written).• Highly organised with the ability to be flexible, multi-task and respond proactively.• Intercultural and interpersonal awareness.• Strong leadership skills with ability to lead and motivate medium sized teams.• Ability to travel regionally, and at points globally, for scheduled and <i>ad hoc</i> activities and meetings. | |
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| Job description and Person Specification drafted by: | Daniel Hooton, Director of Global Engagement |
| Signed off by: | Eric Rosand, Executive Director, SCN |
| Date: | |
| HR / Ops sign off: | Mandi Lazenby, Global Head of HR |
| Date: | 9 November 2022 |
| Date for next review: | September 2023 |