JOB DESCRIPTION – PROGRAMME OPERATIONS COORDINATOR

Role	Programme Operations Coordinator		
Reports to	Senior Grants Manager	**Direct reports**	None
Budgetary responsibility	N/A	**Resource responsibility**	N/A
Safeguarding	Apply policy as required to projects	**Key relationships**	Project Operations team; Strong Cities Network team
Contract	Full Time, Permanent	**Location**	London/Remote
Salary	£29,000 - £35,000	**Level**	Coordinator

About ISD

ISD is a global think and do tank dedicated to powering solutions to hate, polarization and extremism. Combining research and analysis with government advisory work and program delivery around the world, ISD works to implement real-world, evidence-based responses to these challenges.

As an independent, international, non-profit organization with teams in London, Amman, Beirut, Berlin, Nairobi, Paris, and Washington DC, 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.

Role Purpose

The Programme Operations Coordinator is a critical role for supporting the delivery of ISD's ambitious programming within the Strong Cities Network (SCN).

Based within ISD's Project Operations team, the post holder will work closely with the Strong Cities Network (SCN) team to ensure the efficient operational delivery of a varied portfolio of projects across Europe, Balkans and the MENA region.

The post holder will play an important role through all stages of project design, development, delivery and reporting to ensure the highest quality and standards of output and operational efficiency. Managed by the Senior Grants Manager and working closely with the Operations team, this role acts as a bridge between the SCN programme team and Operations team at ISD. ISD welcomes applicants displaying an ability to learn by doing and the role provides opportunities for progression.

Key Responsibilities

1. *Project management and operational support: (30%)*
   - Provide oversight and guidance to regional teams on operational aspects of project delivery, including project management, financial and resource planning, and donor compliance
   - Work closely with staff, consultants and both local and international partners to deliver ground-breaking projects to a high standard and to deadline and budget
   - Work closely with the Operations team to monitor and manage project delivery, including financial management, to report to funders on outcomes and impact
   - Maintain oversight of human resource capacity in the team and contribute to planning and decision making around resourcing decisions
   - Work with other ISD teams to maximise opportunities for projects to collaborate
   - Act as an organisational resource to troubleshoot project-level operational issues

2. **Grant management and donor compliance (30%)**
   - Serve as the grant management lead for a portfolio of projects in the region
   - Provide oversight to all donor reporting within SCN and ensure ISD remains compliant with donor regulations
   - Contribute to the development of more efficient and more effective operational policies, systems and processes as required for effectively delivering projects in a fast-moving, collaborative environment
   - Ensure projects teams receive the required training and support to competently manage grants and meet key organisational processes around contracting, security, procurement and finance

3. **Financial management (30%)**
   - Lead on financial administration such as budget tracking, reporting and invoice monitoring for all projects within the region
   - Support and coordinate the preparation of any donor audits with the programme and operations teams
   - Prepare and monitor project budget-to-actuals on a monthly basis, anticipating any issues and raising them with the Project Lead and Senior Grants Manager as needed
   - Support project teams with financial elements of project delivery, such as invoicing, management of partner budgets and tracking expenses
   - Support budget preparation of new proposals and development opportunities

4. **Project development and donor engagement (10%)**
   - Support the development of new projects and proposals focused on extremism, hate and disinformation
   - Coordinate with team members across the SCN to develop and maintain strong relationships with donors and stakeholders
   - Contribute to strategic development of programming in the region.

Impact (the change this role needs to deliver)
- Consistently high quality, timely management and reporting on all ISD's grants
- Successful implementation of portfolio of projects in region

Outcomes (the way success will be measured)
- Consistently high quality, timely reporting on relevant programmes and projects
- Consistent contribution to ISD project management and improvement of systems
- Effective interfacing between the Operations Team and programme teams
- Contribution to successful fundraising proposal and bids
- Positive 360 feedback from programme staff regarding support provided.

PERSON SPECIFICATION

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

We have tried to make this recruitment process as accessible as possible to all applicants, but please let us know if you have any additional requirements that you would like us to be aware of during this process.

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

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.

Knowledge

	Essential	Desirable
Knowledge, training, qualifications	• Good understanding of project management principles • Good working knowledge of project cycle management in an international context • Good working knowledge of key project financial management principles	• Understanding of ISD's issue areas gained through work in a related organisation, such as a similar charity, or a degree in an ISD related issue area (e.g.: extremism, polarisation, disinformation).
Experience	• Relevant experience in related organisation, such as a similar charity, NGO, governmental department or think tank, or in roles demonstrating the comparable requirements. • Track record and/or understanding of working with different kinds of institutional funders (e.g. trusts, foundations, governments) • Demonstrable prior experience of project management and grants management • Good understanding and application of risk management principles in relation to project management	• Experience of working in a fast paced or start-up environment • Good understanding and application of ethics frameworks in relation to project management • Experience in development or fundraising, including bid-writing, grant writing, business development and/or donor relations
Skills	• Fluent English, with very strong written and spoken communications skills • First-class organisational and project management skills • Willingness to learn • Time management skills and the ability to prioritise workload • Budget development, monitoring and oversight skills • Ability to problem solve and multi-task • Ability to work on projects independently • Ability to take initiative	• Other language skills, particularly in contexts where SCN works

	• Appreciation of working in a fast-paced organisation • Broader operations skills (e.g. organising events; preparing contracts; managing contacts; using communications software) • Proficient in use of Excel	