

JOB DESCRIPTION – SENIOR DIGITAL METHODS MANAGER AND CAPACITY BUILDING

Role	Senior Digital Methods Manager and Capacity Building		
Reports to	Head of Digital Analysis Unit	Direct reports	1+
Budgetary responsibility	None	Resource responsibility	Subscriptions for data collection, network analytics and social listening tools
Safeguarding	None	Key relationships	Digital Analysis Unit, Research Team
Contract	Permanent, full time	Location	ISD has offices in London, Berlin and Washington DC, and will show a preference for candidates based in any of these locations. However, applicants with a right to work in the UK, US and Germany who are not physically located in these cities are also welcome to apply.
Salary	UK: £45,000 - £60,000 Germany: €60,000 - €90,000 US: \$85,000 - \$110,000	Level	4

About ISD

ISD is a global think and do tank dedicated to safeguarding democracy and human rights, and delivering solutions to weaponised hate, polarisation, disinformation and extremism around the world. Combining research and analysis with government advisory work and the design and delivery of international training, education and communications programs, ISD works to implement real-world, evidence-based responses to these challenges. ISD has offices in London, Berlin and Washington DC

About the Digital Analysis Unit

ISD's Digital Analysis Unit (DAU) is a central hub for digital methodologies and technology within ISD. Working closely with analysts and managers in the research team, the DAU is responsible for overseeing research methodologies across ISD projects, selecting appropriate tools and technical partnerships, providing internal training and upskilling, and ensuring standardized research practices across various projects and entities.

In collaboration with strategic technology partners, the DAU leverages data analytics, natural language processing, open-source intelligence (OSINT) techniques, and rigorous ethnographic research to enable ISD researchers to gain real-time insights into extremist, hate and terrorist networks,

movements, and online narratives. It also supports ISD's efforts to identify instances of covert content manipulation, identity deception, and misleading behaviors with the goal of countering the spread of false information. Additionally, it provides empirical evidence to guide ISD's policy work on assessing the effectiveness of social media platforms' policy enforcement, content moderation, and other responses to online harms, as well as the impact of platform systems, such as algorithmic recommendations, on users and the online environment.

Role Purpose

The Senior Digital Methods Manager plays a central role within the organization, supporting the Head of the Digital Analysis Unit (DAU) in unit management and overseeing its operational aspects. Tasks include the creation of internal resources for methods upskilling and standardization, including maintaining and innovating the existing 360° digital methods training program. Additionally, they assume responsibility for methodological oversight of selected research projects across the organization that involve digital research, ensuring high standards and actively engaging in the execution of complex analyses.

Responsibilities

- **Digital Research & Methods (20%)**
 - Support ISD research teams in accessing and interpreting data from a range of sources.
 - Regularly liaise with technology partners and members of the Digital Analysis Unit (DAU), including scoping new tools and integrating new capabilities.
 - Lead the development of internal resources to standardize digital research methods across ISD projects and entities.
 - Oversee the 360° Digital Methods Training program and the DAU secondment scheme.
- **Project Management & Delivery (40%)**
 - Contribute to the scoping and design of 2-3 digital analysis projects annually, including assessing the feasibility of research questions.
 - Oversee research methods, activities, and outputs for 2-3 digital research projects simultaneously.
 - Conduct and support digital research for various projects within ISD, including those focused on disinformation, hate speech, and extremist mobilization.
 - Troubleshoot project challenges and concerns for digital research projects, escalating to leadership when necessary.
- **DAU Management (30%)**
 - Support the Head of the Digital Analysis Unit in the day-to-day operational management of the Unit.
 - Manage ISD's organizational access to analytical tools and platforms, including both commercial and bespoke tools for digital analysis.
 - Organize and deliver training sessions on these tools for ISD teams.
- **Line Management (10%)**

- Line manage up to 2 staff members, providing coaching, effective communication, and identifying learning and development opportunities to help the team reach their potential.
- Participate in the biannual performance review cycle.

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

Our commitment to Equality, Diversity & Inclusion

We endeavor to recruit a range of candidates into ISD, to strengthen our team and contribute to our inclusive organizational 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, but please let us know if you have any access requirements that you would like us to be aware of during this process.

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 • Problem Solving
Courage	<ul style="list-style-type: none"> • Strategic thinking • Growth Mindset

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
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Knowledge, training and qualifications	<ul style="list-style-type: none"> • Educated to degree level in a related field (political, social or computer science, international relations, security studies) 	<ul style="list-style-type: none"> • Master's degree or PhD qualification
Experience	<ul style="list-style-type: none"> • 3+ years of project and/or program delivery experience, with proven ability to manage complex and large projects involving external partners • Experience in designing and overseeing the methodology for digital research projects investigating online information operations, extremism, and/or hate speech • Proven ability in developing internal resources and conducting training programs • Line management experience 	<ul style="list-style-type: none"> • Experience in managing analytical or technical teams
Skills	<ul style="list-style-type: none"> • Strong working use of digital analytics techniques, including social listening and network analysis (Gephi) • Advanced knowledge of the social listening tools Brandwatch and CrowdTange • Proficient use of data visualization softwares, such as Tableau and Flourish • Fluent, high quality oral and written communication skills in English. 	<ul style="list-style-type: none"> • Experience working with Microsoft Access • Programming skills (R or Python) • Experience conducting statistical analysis • Subject matter familiarity with digital policy, including DSA and AI regulation
Additional requirements	<ul style="list-style-type: none"> • Outstanding attention to detail • Highly organized with the ability to be flexible, multi-task and respond proactively in a fast-paced environment • Ability to work well both independently and in a team 	