JOB DESCRIPTION – SENIOR DIGITAL METHODS MANAGER AND TECHNICAL LEAD

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 pivotal role within the organization, supporting the Head of the Digital Analysis Unit (DAU) in methods development and standardization. Their responsibilities include leading the creation of new digital research methodologies that involve the analysis of large-scale social media data, including by leveraging new data access mechanisms and resources made available through the EU's Digital Service Act (DSA). They champion the use of the proprietary technology Beam, co-developed with CASM Technology, assume responsibility for methodological oversight of research projects across the organization that involve Beam, and support the technical upskilling of research analysts. The role also encompasses leading the execution of complex analyses involving large-scale data, and maintaining a central repository of actors, domains, and keyword lists.

Responsibilities

- **Digital Research & Methods (30%)**
  - Lead the creation of innovative digital research methodologies, emphasizing the analysis of large-scale social media data.
  - Leverage new data access mechanisms and resources available through the Digital Service Act (DSA) to enhance research capabilities.
  - Support ISD research teams in accessing and interpreting data from a range of sources.

- **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 Beam digital research projects involving simultaneously.
  - Lead the execution of complex analyses, particularly those involving large-scale datasets.
  - Troubleshoot project challenges and concerns for digital research projects, escalating to leadership when necessary.

- **Technical Training & Database Management (20%)**
  - Provide technical support for the upskilling and training of research analysts in using Beam and other advanced digital research tools.
  - Maintain a central repository of actors, domains, and keyword lists to support research projects and streamline data analysis.

- **Line Management (10%)**

o Line manage up to 2 staff members, providing coaching, effective communication, and identifying learning and development opportunities to help the team reach their potential.
o 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	- Personal integrity - Focus on quality
Collaboration	- Respect for others - Commitment to the team
Agility	- Efficiency and effectiveness - Problem Solving
Courage	- 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

Knowledge, training and qualifications	• Educated to degree level in a related field (political, social or computer science, international relations, security studies)	• Master's degree or PhD qualification
Experience	• 3+ years of project delivery experience, with proven ability to manage complex and large research projects involving external partners • Proven ability in delivering complex analysis of large scale datasets • Experience in designing and overseeing the methodology for digital research projects investigating online information operations, extremism, and/or hate speech • Line management experience	• Experience in managing analytical or technical teams
Skills	• Strong working use of digital analytics techniques, including social listening and network analysis (Gephi) • Experience with data wrangling in Python, including common data science libraries (e.g. pandas, plotlyu) and interacting with SQL databases • Experience working with Microsoft Access • Advanced knowledge of the social listening tools Brandwatch and CrowdTange • Proficient use of data visualization software, such as Tableau and Flourish • Fluent, high quality oral and written communication skills in English.	• Experience working with social media APIs • Experience working on projects leveraging machine learning for signal detection and content classification • Experience ensuring research compliance with Data Protection regulation and Platforms Terms of Service (ToS) • Subject matter familiarity with digital regulation, such as the EU's DSA or UK's Online Safety Bill (OSB)
Additional requirements	• 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	