

JOB DESCRIPTION – PROGRAM COORDINATOR

Role	Program Coordinator		
Reports to	Program Manager	Direct reports	None
Budgetary responsibility	None	Resource responsibility	TBC
Safeguarding	Support manager/team/ with safeguarding of staff across project areas	Key relationships	Program Manager, Project Coordinator, Senior EU Grants Manager, Local Partners, Ministries and Government Entities.
Contract	Fixed term for 2 years	Location	Amman, Jordan
Salary	1400- 1600 Jordanian Dinars per month	Job Level	Level 6 / Coordinator

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 teams in London, Amman, Berlin, Paris and Washington DC.

Role Purpose

The Program Coordinator will work within the ISD Jordan team to support the implementation of the “Strengthening Prevention and Response Mechanisms to Intersectional Online Hate Speech in Jordan” project, which focuses on countering online hate speech. The Program Coordinator will offer support with the day-to-day delivery of the project’s activities on the ground, dealing directly with local partners and the beneficiaries of the project, as well as government entities and ministries. The Program Coordinator will liaise closely with the Program Manager for technical support and the Project Finance Coordinator for financial and project operational support.

Responsibilities

Area of focus 1: Technical Support (50%)

- Follow up on day-to-day project implementation of the project, according to project workplan and timeline.
- Coordinate with team members on the planning and delivery of project activities.
- Liaise directly with the local partners on the day-to-day implementation of activities and carry out monitoring of partner activities.
- Provide technical insights to local partners during the implementation of project activities and quality assurance.
- Support the Program Manager in planning and implementation of the main activities delivered by ISD.

- Work closely with the M&E consultant on data collection and the facilitation of M&E activities.
- Help facilitate training and sessions with the different target groups, where relevant.
- Contribute to future proposal development and ideation with the wider ISD Jordan team.

Area of focus 2: Program Administration (50%)

- Provide regular logistical and operational support to project activities.
- Act as the administrative focal point for project implementation.
- Coordinate with the Finance Coordinator and the Senior EU Grants Manager on any procurement conducted for the project, ensuring this follows ISD and donor policies.
- Undertake other reasonable administrative, organizational and supporting tasks assigned by the Program Manager.

PERSON SPECIFICATION TEMPLATE

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
Knowledge, training and qualifications	<ul style="list-style-type: none"> Knowledge of hate speech and social cohesion programming in Jordan. Contextual knowledge of the legal landscape and institutions charged with dealing with hate speech and social cohesion in Jordan. 	<ul style="list-style-type: none"> A good understanding of policy and legal frameworks in Jordan, specifically related to hate speech.
Experience	<ul style="list-style-type: none"> Experience in implementing projects related to media and/or online hate speech in Jordan. Experience in research and data analysis. Experience in implementing community-based projects in Jordan. Experience in dealing with local partners and government entities and ministries. Experience working with teams with diverse backgrounds in multiple locations. Background in training design and delivery. 	<ul style="list-style-type: none"> Experience in international donor funded projects. Experience in projects addressing hate and cyberbullying.
Skills	<ul style="list-style-type: none"> Sound political judgement and cultural awareness. Excellent relationship management skills and high levels of professionalism Excellent written and verbal communication skills in both Arabic and English, detail-oriented, and highly organized High attention to detail and accuracy Ability to work independently and proactively, leading and taking initiative on tasks and projects. Ability to prioritise workload, complete tasks efficiently and respond to urgent requests. Excellent analytical skills 	<ul style="list-style-type: none"> Experience in M&E Experience in procurement and financial management.
Additional requirements		