

JOB DESCRIPTION – COMMUNICATIONS COORDINATOR

Role	Communications Coordinator		
Reports to	US Senior Communications Manager	Direct reports	None
Budgetary responsibility	TBC	Resource responsibility	TBC
Safeguarding	N/A	Key relationships	Global and US Comms, Program and Operations teams
Salary	\$50,000 - \$65,000	Location	Washington DC/ Remote

About ISD

ISD is a global think and do tank dedicated to safeguarding democracy and human rights, and delivering solutions to weaponized hate, polarization, 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, Nairobi, Paris and Washington DC.

About ISD-US

The Institute for Strategic Dialogue-US (ISD-US) is a fiercely independent, non-profit, non-partisan organization dedicated to safeguarding democracy and reversing the rising tide of hate, extremism and disinformation in the United States.

ISD is at the forefront of analyzing and delivering solutions to these hybridized threats. For over 15 years, our global team of researchers, analysts, policy experts, frontline practitioners, technologists and activists have kept ISD’s work ahead of the curve on the fast-evolving spectrum of digital threats to democracy. We have innovated and scaled sector leading policy and operational programs – on and offline - to push back the forces threatening human rights and cohesion around the world today.

We partner with governments, cities, businesses and communities to turn cutting-edge data and insight into action; trialing and delivering evidence-based solutions across society; and empowering those that can impact positive change at scale. Our research also shapes and informs our education and civic action programs as well as the training and policy support we provide to central and local governments, frontline practitioners, companies and international organizations.

In 2022, ISD began a significant expansion of our programming in the United States. We have a window of opportunity to turn the tide on the hybridized threats of hate, extremism and disinformation, before their impacts become insurmountable. Combined, these threats pose an existential risk to the safety and cohesion of US society and to the US as a functioning, liberal democracy.

Role Purpose

ISD has a track record of producing high-quality research that influences both discourse and policy agendas. We employ a range of subject matter experts who can speak to our issue areas across media and create high-quality products for both public and private stakeholders. We are highly successful in producing and placing high-quality content in a wide array of media outlets.

ISD's team has recently expanded, leading to an increased volume of public outputs. We are seeking a Communications Coordinator who will ensure that our work receives the care needed to maximize its impact. This includes, but is not limited to, creating compelling data visualizations and audiovisual content, managing the development and maintenance of product pipelines, and liaising with media. The post holder will be driven and proactive, with significant experience in media, PR, communications, or public affairs. Reporting to the US Senior Manager of Communications and working in tandem with the entirety of the communications team, they will manage efforts to enhance ISD's outreach, track engagement through our content management system, and continuously improve our communication strategies.

The successful candidate will have a strong interest in our issue areas and must quickly grasp and effectively market our work and expertise. They will be flexible and ready to tackle a variety of tasks, ranging from press releases to social media content, networking, copywriting, editing, and designing audiovisual content.

Responsibilities

1. Editorial and Creative (40%)

- Work with the communications and program teams to curate and expand ISD's existing range of public outputs, soliciting high-quality work that will have a substantial impact.
- Assist in copyediting, designing, developing and delivering new and existing products across ISD's channels, including long- and short-form text and audiovisual content.
- Develop and design visuals, including data visualizations, ensuring clarity, accuracy, and impact for a wide audience.
- Assist ISD's proactive media outreach, ensuring that our work reaches and resonates with target audiences.
- Strategize and implement alternative and creative ways to present products on social media.
- Work with the global communications team to ensure ISD's products have a consistent voice and narrative for the audience they are trying to reach.
- Create press releases and engage key media contacts to maximize coverage of ISD's work.

2. Digital (40%)

- Manage the uploading and maintenance of content on ISD's website, ensuring it is up-to-date, accessible, and aligned with organizational standards.
- Assist in keeping ISD's website and social media channels up to date, as well as helping with other Comms Team tasks as necessary.
- Create and edit engaging audiovisual content tailored for social media platforms, aligning with brand messaging and enhancing audience engagement.
- Assist in triaging and coordinating response to reactive media opportunities, capitalizing on media interest in our work.

3. Analysis (10%)

- Utilize a content management system to track and analyze contacts, content outputs and impacts, optimizing future content strategy based on data-driven insights.

- Analyze the impact of publications and media strategies, using data insights to refine and optimize future efforts.

4. Internal/External Communications (10%)

- Translate dispatches and reports into compelling content for the annual report that demonstrates the impact of the work.
- Adapt media hits into effective communication pieces for donor outreach, aligning with organizational messaging and goals.

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

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. We try to make our recruitment 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 • Growth mindset
Courage	<ul style="list-style-type: none"> • 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.

	Essential	Desirable
Knowledge, training and qualifications	<ul style="list-style-type: none"> • Degree-level qualification or relevant experience. • Demonstrable knowledge of and interest in at least one of extremism, hate, disinformation, election, tech or political violence landscapes. 	<ul style="list-style-type: none"> • Master’s degree or substantially relevant experience on extremism, hate, disinformation, political violence or related topics.
Experience	<ul style="list-style-type: none"> • Experience in building brands, including managing communications channels. • Experience managing or creating content for social media accounts. • Experience of creating audiovisual content. 	<ul style="list-style-type: none"> • Existing developed relationships with media outlets and sector institutions. • Background in think tanks, public sector organizations, government or media. • Significant experience in media, PR, communications or public affairs. • Experience engaging with media and public-facing stakeholders. • Experience creating visuals, including data visualizations.
Skills	<ul style="list-style-type: none"> • Excellent written and spoken communication skills. • Demonstrable copywriting and editing skill. • Exceptional analytical and critical skills, strong attention to detail. • Fully IT literate. • Graphic and data visualization skills. 	<ul style="list-style-type: none"> • Professional language skills (especially Spanish, French, Arabic or German). • Familiarity with WordPress. • Familiarity with website management. • Familiarity with Monday.com program management tool or a similar CRM/project management system. • Familiarity with Adobe programs (InDesign, Acrobat, Photoshop).
Additional requirements	<ul style="list-style-type: none"> • Applicants must have the right to work in the US. While ISD-US is located on the East Coast, we welcome applications from across the US and support remote working where appropriate. 	

	<ul style="list-style-type: none">• Demonstrable alignment with ISD's Guiding Principles.• Flexibility and a can-do attitude.	
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