REQUEST FOR APPLICATIONS

DIGITAL ANALYST CONSULTANCY — HATE SPEECH (ARABIC)

Role	Digital Analyst		
Reports to	Senior Manager, Jordan	**Direct reports**	None
Budgetary responsibility	None	**Resource responsibility**	None
Safeguarding	Support manager and wider team with safeguarding of staff across all global offices	**Key relationships**	Digital Analysis Unit
Fees	Euro 19,500 gross for a period not exceeding 65 days over 20 months	**Location**	Jordan/Remote
Consultancy duration	Maximum of 65 days of consultancy input over 20 months (September 2024 to April 2026)	**Contract start date**	September 2024
Deadline for submission of applications	20th August 2024	**Language requirement**	Very good English proficiency and native-level proficiency in Arabic

About ISD

The Institute for Strategic Dialogue (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, Paris and Washington DC.

ISD is at the forefront of analyzing and delivering solutions to these hybridized threats. 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.

Role Purpose

The Digital Analyst will work with the ISD Jordan team to monitor and track hate speech across mainstream and alt-tech platforms in Jordan. The Digital Analyst will conduct quantitative and qualitative digital research throughout the duration of the project. The consultant will draft a regular cadence of reports documenting their findings, using a dashboard that will be developed under the project to detect online hate speech on social media platforms. The Digital Analyst will also support the development of modules for hate speech training delivered to a range of stakeholders in Jordan.

Key Responsibilities

Digital Research & Methods (40%)
- Interpret datasets from social media and online media sources, using the selection of tools available to ISD researchers, to help detect and analyze online extremist activity, hate and harassment campaigns, and disinformation.
- Provide analysis of these incidents, including assessments of their source, techniques and potential impact.
- Support the design and constant evolution of effective methods, processes and technologies to support ISD's research team in online analytics, specifically for the detection of disinformation and media manipulation.

Digital Ethnography & Qualitative Analysis (30%)
- Monitor the platforms used by relevant hate groups, extremist groups and foreign state information operations online.
- Monitor the channels and forums used by relevant hate groups, extremist groups and foreign state information operations on a range of online platforms.
- Monitor the keywords, images, symbols and influencers relevant to key hate groups, extremist groups and foreign state information operations online.

Publications (30%)
- Produce or support the production of written summaries of the methods, findings and implications of research for a spectrum of stakeholders.
- This will involve turning data outputs into readable and accessible studies and stories for a variety of partners and audiences, including the media, researchers, policymakers and the public.

Outcomes (the way success will be measured)
- Co-author or author regular outputs from research conducted on disinformation and extremism.
- Successful use of data analytics tools to produce analysis of trends or incidents on at least 3 online platforms.
- Support the development of new methodologies for online analytics at ISD.

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 and 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. 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	• 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	• Experience working to understand/researching online trends as they relate to society issues • Proficiency with social listening tools • Public speaking and stakeholder engagement experience	• Master's degree qualification or relevant work experience in relevant field • Proficiency in programming languages: R, python, java script
Experience	• Strong experience and knowledge of online analytical tools and approaches, including but not limited to natural language processing, network mapping or OSINT techniques	• 2+ years professional experience working with journalists or media outlets on issues relevant to technology, extremism, or disinformation

Skills	• Exceptional written and spoken English. • Networking and public speaking skills • 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 • Proven resilience in managing extremism content	• Data visualization skills: e.g. Tableau, Google data studios • Strong data analysis skills • Additional language fluency a plus
Additional Requirements		• Subject matter familiarity with disinformation, extremism, hate speech • Knowledge of and engagement with Jordan civil society and government.

Applications Submission Requirements

All applications must be submitted electronically in English language via email to verwaltung@isdglobal.org by 23:59, CET time on 20th August 2024 and include the following documents. Applicants must include the vacancy title of "Digital Analyst- Hate Speech/ ISD Jordan" in the subject line.

1. A CV and a cover letter explaining your suitability and motivation for applying for this consultancy.
2. Examples of similar consultancy projects, with at least three examples.
3. At least three references from past employers.
4. A budget breakdown: Consultants should include a detailed cost breakdown in their applications. This should encompass the day rate, applicable taxes, and any surcharges. The maximum net price for the consultancy is 19,500 Euros gross, inclusive of all applicable taxes and fees. Consultants based outside of Jordan with excellent English proficiency and native-level proficiency in Arabic are also encouraged to apply. Any international travel costs should be included in the budget breakdown within the same total.

Application Process:

• A written test for shortlisted applicants will take place in the last week of August.
• An interview with the selected applicants will take place in the first week of September
• Final selection and offer will take place in the second week of September.