

JOB DESCRIPTION—PROGRAM MANAGER, STRONG CITIES

Role	Manager		
Reports to	Program Manager	Direct reports	N/A
Budgetary responsibility	\$0	Resource responsibility	N/A
Safeguarding responsibility	N/A	Key relationships	Strong Cities Network team in the U.S. and globally; municipal stakeholders, local CSO stakeholders
Contract	Full time	Location	U.S. / Hybrid remote
Salary	\$65,000 - \$85,000 / per annum	Level	3, Manager

Role and Purpose

The **Program Manager** will work as part of the Strong Cities Management Unit to deliver project activities with a range of city-level stakeholders in the United States, as part of a newly funded program and partnership with the National League of Cities, focusing on mayors and other local elected leaders and local governments across the United States. The role will also support Strong Cities programming and partnership opportunities across the North America region as part of its North America Hub.

The post holder will have strong project management, written and oral communication, organizational and administrative skills and experience working in the hate and extremism- prevention field. This individual should have strong attention to detail and desire to travel within the U.S. for multi-day trips several times per year. They will bring energy to the role and possess a strong work ethic and attention to detail. They will have demonstrated in previous roles the ability to work both independently and as part of a dynamic team environment and be motivated to contribute actively to the Strong Cities global mission.

Responsibilities

Project management and delivery (60%)

- Lead on project delivery, including stakeholder management and planning with local government, subject-matter experts (SMEs), civil society organizations (CSOs), youth, and other local stakeholders as required.
- Lead on the updating of existing and, coordinating efforts (with the SMEs and relevant Strong Cities Management Unit team members) to develop training modules related to the upskilling of mayors and other local elected leaders and city officials on the prevention of hate, extremism and polarization.
- Maintain and build relations with project stakeholders (donors, external leadership partners, subject matter expert consultants, city governments and their local partners, etc.)
- Contribute to defining objectives and setting the agenda for events, trainings and other forms of local engagement.

- Support delivery of other Strong Cities North America Regional Hub activities and, where appropriate, Strong Cities activities outside of North America.

Research and communications (10%)

- Conduct research into city-level approaches, policies, and programs.
- Undertake analysis of and communicate research content, including across Strong Cities membership.
- Conduct research for workshops, training modules, concept papers, and background materials as required.
- Support with project communications, including via project websites and social media channels, in coordination with the Strong Cities Management Unit.
- Support wider Strong Cities regional research needs, in line with global strategic priorities.

Stakeholder engagement, external representation and program development (10%)

- Represent Strong Cities Network's work in North America and, where appropriate, other Strong Cities' efforts, with government and civil society stakeholders in North America
- Assist with proposal development and external relationships with relevant donors, including government and foundations.

Institutional support (10%)

- Advise to the wider Strong Cities team on prevention programming.
- Coordinate with Strong Cities North America Hub and wider Strong Cities team and collaborate with the wider ISD global team where appropriate.
- Line manage, support, and develop junior staff working on Strong Cities North America, where appropriate.

Project administration (10%)

- Assist in project administration and ensuring that key project and grant management systems and tools are used effectively.
- Contribute to reporting processes; post-workshop reports, donor reports etc.

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 endeavour to recruit a range of candidates into ISD, to strengthen our team and contribute to our inclusive organisational 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"> • Bachelor's Degree and relevant <ul style="list-style-type: none"> • qualification/work experience in social science or a related field • Knowledge of key security and governance challenges affecting communities in North America, with a specific focus on extremism, hate, and polarization. • Strong competency and familiarity with Microsoft Office suite (Word, PowerPoint, Excel) • Excellent written and spoken communication skills in English 	<ul style="list-style-type: none"> • Master's Degree in relevant field
Experience	<ul style="list-style-type: none"> • Previous experience in project or program delivery, with proven ability to meet deadlines and contribute to team project work 	<ul style="list-style-type: none"> • Experience supporting the organisation of in-person and virtual meetings and large-scale events with participants from different locations

	<ul style="list-style-type: none"> • Conducting offline and/or online research • Working with teams with diverse backgrounds in multiple locations 	<ul style="list-style-type: none"> • Previous experience working with local governments or local communities • Experience delivering training and capacity-building <ul style="list-style-type: none"> • projects and events •
Skills	<ul style="list-style-type: none"> • Clear, fluent and concise oral and written communication skills • Previous experience in project or program delivery, with proven ability to meet deadlines and contribute to team project work • Event planning and delivery • Ability to conduct desk-based research • Ability to work in a fast-paced environment while managing a series of different tasks 	<ul style="list-style-type: none"> • Skilled writer for public audience
Additional requirements	<ul style="list-style-type: none"> • Experience conducting research on issues Strong Cities is focused on (hate, extremism, polarization) • Clear, fluent and concise oral and written communication skills • Previous experience in project or program delivery, with proven ability to meet deadlines and contribute to team project work • Event planning and delivery • Ability to conduct desk-based research • Ability to travel for 2-3 day trips a few times each year • Ability to prioritize and execute tasks efficiently 	