

JOB DESCRIPTION – PROJECT MANAGER

Role	Project Manager		
Reports to	Senior Manager	Direct reports	0-1
Budgetary responsibility	Up to €7m	Resource responsibility	N/A
Safeguarding	Yes, point of contact for analysts	Key relationships	Digital Analysis Unit, Director of Digital Policy, Research teams Project Operations
Contract	One-year fixed term (with extension subject to funding), full time	Location	Berlin
Salary	EUR 59,831.40 - EUR 64,710.84 depending on experience	Level	4 or 5

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 programmes, ISD works to implement real-world, evidence-based responses to these challenges. ISD has teams in London, Amman, Berlin, and Washington DC.

Role Purpose

We are seeking a highly organised and motivated Project Manager to oversee the successful delivery of a single, high-impact project monitoring compliance with the European Union’s Digital Services Act (DSA). The Project Manager will ensure the operational coordination of all aspects of the project, ensuring timely delivery of outputs, efficient collaboration among team members, and effective communication with external partners and stakeholders. This role will drive the operational aspects of the project, supporting a team of research leads and analysts responsible for producing the research content. It is central to the successful delivery of the project, and offers the opportunity to gain first-hand exposure to EC DSA compliance monitoring and digital policy more broadly.

The ideal candidate will be process-driven and detail-oriented, with proven experience in the operational management of complex projects involving large teams and/or multiple workstreams. They

will demonstrate excellent task management and coordination skills, and an ability to anticipate and mitigate operational risks to timely project delivery. Experience managing EU service contracts or grants, and familiarity with the EU institutional environment, would be beneficial for this role.

Responsibilities

- **Project Management & Delivery (70%)**
 - Oversee the operational management of the DSA project, ensuring timely submission of deliverables, compliance with internal workplans and timelines, and EC rules and contractual requirements.
 - Develop and maintain a clear task tracker and delivery schedule for project deliverables, in line with contracted objectives, deliverables and deadlines
 - Proactively identify and address challenges, risks, and dependencies, escalating issues to leadership as needed.
 - Ensure all project deliverables are submitted on time and to a high standard, meeting EC requirements.
 - Organise and chair regular progress meetings, including monthly meetings with consortium partners, internal meetings with the project's Research Leads, and monthly progress meetings with the EC.
 - Maintain accurate records of project implementation and ensure these are kept up to date and filed accordingly, including task trackers, risk registers, final project deliverables, contractual compliance and financial documentation.
 - Working with Project Operations Lead for monthly budget to actuals reconciliation, adjustments to the budget forecast, and communication of changes to the project team with budgetary implications.
- **Resourcing & Safeguarding (20%)**
 - Oversee project team structure, keep track of overall workload and staff wellbeing, and ensure regular resourcing reviews in consultation with Research and Operations Leads, ensuring the project has the necessary human and material resources needed to deliver.
 - Identifying solutions to resourcing challenges and constraints in collaboration with Research and Operations Leads, escalating to senior leadership where needed.
 - Coordinate with HR to support recruitment processes for the project.
 - Ensure safeguarding practices are implemented in collaboration with the Operations Lead, to protect team members and maintain a safe, inclusive working environment, in line with organisational policies.
 - Respond immediately to any safeguarding concerns raised by the project team and partners, following ISD's reporting process set out in its Safeguarding Policy
 - Foster a collaborative and supportive team culture, ensuring clear communication and alignment on project goals.
- **Stakeholder Communication & Coordination (10%)**
 - Serve as a key point of contact for internal and external stakeholders, ensuring effective communication and collaboration tailored to the nature of the relationship.

- Support senior Research Leads in managing high-level engagement with the EC, focusing on operational updates and project delivery milestones.
- Coordinate closely with ISD research leads to manage analyst task tracking and oversight.
- Coordinate inputs from ISD colleagues and external partners on contracted deliverables (e.g. data protection compliance documentation, progress reports to the EC).
- Anticipate delivery needs in consultation with Research Leads, and schedule ad hoc or standing meetings with relevant stakeholders, as needed to facilitate project coordination and implementation.
- Prepare and deliver updates, progress reports, and tailored project briefings for senior leadership, EC stakeholders, and other key audiences, ensuring clarity and alignment with project goals.

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
- Always adhere to risk management and security instructions

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"> Educated to degree level 	<ul style="list-style-type: none"> Project management certification (PMP, Prince2, Agile)
Experience	<ul style="list-style-type: none"> 3+ years of experience in a project management role, with proven ability to manage complex and large projects involving external partners Experience with managing complex processes involving multiple tasks, deliverables and team members 	<ul style="list-style-type: none"> Previous experience managing grants or contracts for the European Commission/European Union institutions Experience working in the nonprofit, think tank, or policy research sectors Experience collaborating with research or technical staff
Skills	<ul style="list-style-type: none"> Exceptional organisational skills with the ability to stay on top of multiple tasks, anticipate delivery needs, and be proactive in addressing these Flexibility and reactivity to queries in a fast-paced environment Outstanding attention to detail Excellent problem-solving and risk management capabilities Strong interpersonal and communication skills, with proven teamwork skills and the ability to maintain productive relationships with diverse stakeholders Written and spoken fluency in English Strong working proficiency in 	<ul style="list-style-type: none"> Understanding of the EU institutional environment Familiarity with digital policy and regulatory frameworks, such as the EU DSA, is a plus but not essential Proficiency in project management tools and software

	German	
Additional requirements	Candidates must not have worked for a Very Large Online Platform or Search Engine (VLOPSEs) as defined by the European Commission in the three years prior to employment with ISD, and must sign a Conflict-of-Interest Declaration affirming this if appointed	