

JOB DESCRIPTION – DIGITAL METHODS MANAGER

Role	Digital Methods Manager		
Reports to	Director of Digital Analysis Unit	Direct reports	None
Budgetary responsibility	None	Resource responsibility	Subscriptions for data collection, network analytics and social listening tools
Safeguarding	None	Key relationships	Digital Analysis Unit, Director of Digital Policy, Research teams
Contract	One-year fixed term (with extension subject to funding), full time	Location	London, UK, hybrid or remote
Salary	£40,000 - £55,000 depending on experience	Level	5

About ISD

ISD is a think and do tank that works globally to safeguard public safety, national security, human rights and democracy in the digital age. 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.

About the Digital Analysis Unit

ISD's Digital Analysis Unit (DAU) is a central hub for digital methodologies and technology within ISD. Working closely with analysts and managers in the research team, the DAU is responsible for overseeing research methodologies across ISD projects, selecting appropriate tools and technical partnerships, providing internal training and upskilling, and ensuring standardised research practices across various projects and entities.

In collaboration with strategic technology partners, the DAU leverages data analytics, natural language processing, open-source intelligence (OSINT) techniques, and rigorous ethnographic research to enable ISD researchers to gain real-time insights into extremist, hate and terrorist networks, movements, and online narratives. It also supports ISD's efforts to identify instances of covert content manipulation, identity deception and misleading behaviours with the goal of countering the spread of false information. As well as monitoring online risks, the DAU provides empirical evidence to guide ISD's digital policy work on assessing the effectiveness of social media platforms' efforts to mitigate online harms in line with digital regulation, including policy enforcement and content moderation.

Role Purpose

We are seeking several Digital Methods Managers to play a pivotal role within the organisation, supporting methods development and standardization across projects. Their responsibilities will include leading the creation of new digital research methodologies to monitor risks and assess platform mitigations that involve the analysis of large-scale social media data, including leveraging new data access mechanisms, resources and transparency data made available through the EU's Digital Services Act (DSA). The successful post holders will champion the use of third party tools as well as proprietary technology, assume responsibility for methodological oversight of research projects across the organisation that involve data analytics, and support the technical upskilling of research analysts. They will also lead the execution of complex analyses involving large-scale data, as well as contribute to internal knowledge management.

Responsibilities

- **Project Management & Delivery (60%)**
 - Oversee research methods, activities and outputs for up to 3 digital research projects simultaneously.
 - Contribute to the scoping and design of up to 10 digital analysis projects annually, including assessing the feasibility of research questions.
 - Troubleshoot project challenges and concerns for digital research projects, escalating to leadership when necessary.
- **Digital Research & Methods (25%)**
 - Participate in the creation of innovative digital research methodologies, with a focus on the analysis of large-scale social media data.
 - Leverage new data access mechanisms, resources and transparency data available through the Digital Service Act (DSA) to enhance research capabilities.
 - Support ISD research teams in accessing and interpreting data from a range of sources.
- **Technical Training & Database Management (15%)**
 - Provide technical support for the upskilling and training of research analysts in using digital research tools and methods.

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	• 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	• Educated to degree level in a related field (political, social or computer science, international relations,	• Master's degree or PhD qualification

	security studies)	
Experience	• 3+ years of project delivery experience, with proven ability to manage complex and large research projects involving external partners • Project management experience • Experience in designing methodologies for digital research projects on online information operations, extremism, and/or hate speech • Proven ability to deliver complex analysis of large-scale datasets	• Experience in managing analytical or technical teams
Skills	• Strong working use of digital analytics techniques, including social listening and network analysis (e.g. Gephi) • Advanced knowledge of social listening tools, such as Brandwatch and Exolyt • Subject matter familiarity with digital regulation, such as the EU's DSA, the Code of Practice on Disinformation or the UK's Online Safety Act (OSA) • Proficient use of data visualization softwares, such as Tableau and Flourish • Strong working proficiency in English	• Experience working with social media APIs • Experience working on projects leveraging machine learning for signal detection and content classification • Experience ensuring research compliance with Data Protection regulations and Platforms' Terms of Service (ToS) • Experience with data wrangling in Python, including common data science libraries (e.g. pandas, plotly) and interacting with SQL databases
Additional requirements	• Outstanding attention to detail • Highly organised 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 • 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	
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