JOB DESCRIPTION – INTERN

Role	Intern		
Reports to	Chief Operating Officer	**Direct reports**	N/A
Budgetary responsibility	None	**Resource responsibility**	None
Safeguarding	None	**Key relationships**	COO, Managing Director, communications team, development team
Contract	Full-time, 5 month fixed-term contract	**Location**	London, Hybrid or UK Remote
Salary	London Living Wage (£14.80 per hour, increasing to £15.45 from 1st May 2027)	**Level**	Level 8

About ISD

ISD is a fiercely independent 'think and do tank' dedicated to safeguarding individual rights, democratic process, national security and public safety against the rising tide of authoritarianism and extremism globally. Combining research and analysis with government advisory work and the design and delivery of training, education and communications programs, ISD works to implement real-world, evidence-based responses to these challenges.

For 20 years, ISD has been at the forefront of analysing, exposing and combatting all forms of terrorism, extremism, foreign interference, digital manipulation and authoritarianism, helping equip institutions, communities and the private sector with the tools, policies and skills to achieve impact at scale. ISD's mission is delivered by teams in the UK, the US, Germany, France, Jordan and Canada. Details of ISD's separate legal entities can be found here.

Role Purpose

ISD is recruiting for an Intern to work closely with the COO, leadership team, communications team and development team to support information flows across and outside of the organisation. They will support with correspondence, CRM management, preparation of communications and fundraising materials, and tracking delivery of tasks using a range of tools. The ideal candidate must possess exceptional multitasking skills, excellent written and verbal communication skills, be highly organised with excellent attention to detail, and be proactive in their approach. This is an exciting opportunity for someone at the beginning of a career in non-profit management, development, communications or operations.

Responsibilities

Business development support (45%):

- Coordinate and draft correspondence with key external stakeholders, partners and donors

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- Proactively engage with and share relevant information across the organisation
- Support the CEO, COO and MD to proactively engage with stakeholders
- Support in the preparation of new business development proposals and pitches
- Assist in research and mapping activities, including proactively monitoring funding opportunities to support ISD's work.

Communications support (45%):

- Support the maintenance of ISD's CRM system (Monday.com)
- Draft materials that support ISD's communications campaigns
- Maintain the communications calendar with weekly deliverables
- Support the COO in crafting ISD's research into compelling, accessible high-quality content in a range of formats for a range of audiences
- Publish content across the website and social channels, ensuring timely alignment with policy moments, news cycles, and research release dates
- Plan and draft internal and external communications.

Administrative support (10%):

- Support follow-through from engagements in an effective and timely fashion
- Provide additional ad hoc support to the development and communications teams
- Support with ad hoc requests from members of the Leadership team as needed.

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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

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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 related field (e.g. political or social science, international relations, security studies, business studies) or relevant experience • An understanding of and commitment to ISD's core mission • Competent and confident in use of full Microsoft Office suite	• Master's Degree qualification or substantial relevant experience • A good understanding of the social media landscape • Demonstrable interest in related ISD issue areas
Experience	• Experience drafting high-quality content under tight deadlines • Experience organising meetings and events • Experience with data management • Experience and interest in internal and external communications and partnership development • Experience using a CRM	• Experience working for a research or civic action organisation • Experience in fundraising and preparation of bids and pitches • Experience working with Monday.com
Skills	• Exceptional written and spoken English • Clear, fluent and concise oral and written communication skills • Outstanding attention to detail • Highly organised with the ability to be flexible, multi-task, and respond proactively • Ability to work well both independently and in a team • Demonstrable problem-solving attitude	• Professional standard of writing in additional language • Ability to manage competing priorities

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