

## JOB DESCRIPTION SENIOR PROGRAM MANAGER

<b>Role</b>	Senior Program Manager		
<b>Reports to</b>	Executive Director	<b>Direct reports</b>	1-3
<b>Budgetary responsibility</b>	\$2,000,000	<b>Resource responsibility</b>	N/a
<b>Safeguarding responsibility</b>	Adherence to global policy	<b>Key relationships</b>	Strong Cities Network team in the U.S. and globally; municipal stakeholders, community-based stakeholders
<b>Contract</b>	Full-time	<b>Location</b>	Remote anywhere within the U.S
<b>Salary</b>	\$85,000 - \$110,000	<b>Level</b>	Level 4 – Senior Manager

### About the Strong Cities Network

Launched at the United Nations in 2015, Strong Cities is an independent global network of over 245 cities and other local governments dedicated to addressing all forms of hate, extremism and polarization at a local level. The Network fills a critical gap in efforts that have traditionally overlooked the unique roles that sub-national governments can play in preventing and responding to these threats, complementing both existing security-led measures and grassroots efforts led by civil society stakeholders.

This includes:

- Strengthening interaction among cities within and across different country and regional contexts to allow for local leaders and governments with shared interests to learn from each other;
- Promoting effective national-local coordination to ensure that relevant national policies and programs are informed by local government needs and priorities and facilitate more local ownership and thus local application of them;
- Supporting cities to develop or strengthen mandates and programs to prevent and respond to hate, extremism and polarization, which leverage the range of local services, interests, networks and skills that exist within cities;
- Enhancing engagement between cities and young people so that youth have the skills, confidence and opportunity to engage with local governments and that cities in turn have the frameworks, understanding and tools for policy and practice that is participatory and representative; and
- Elevating the voices and leadership of mayors and other local leaders at regional and international levels, so that national and multilateral approaches are connected to and better understand the realities on the ground.

### About ISD

The Institute for Strategic Dialogue-US (ISD-US) is a fiercely independent, non-profit, non-partisan organization dedicated to safeguarding democracy and reversing the rising tide of

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hate, extremism and disinformation in the United States.

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 **Senior Program Manager** will work as part of the Strong Cities Management Unit, as a senior member of the Strong Cities North America Regional Hub. They will lead on the implementation of a Department of Justice-funded project that involves working with local governments and community-based organizations (CBOs) in five (5) cities across the US to enhance community-based prevention of, responses to, and reporting of hate crimes and incidents. The post holder will lead program management, manage project staff, engage with external stakeholders and potential donors, and conduct briefings and trainings as appropriate.

The role will also support the development of future Strong Cities programming and partnership opportunities across the North America region.

The ideal post holder will have strong program management, organizational, communications, and interpersonal skills. They will bring energy to the role and possess a strong work ethic and attention to detail. This individual will have the opportunity to travel for a small number of 2–3-day site visits, workshops, and/or network conferences throughout the country each year. They will have demonstrated in previous roles the ability to work both independently and as part of a dynamic team environment – and one which requires timely action and response – and be motivated to contribute actively to the Strong Cities mission.

## Responsibilities

### 1. Program management, delivery, and oversight (80%)

- Manage Strong Cities' DOJ grant that involves working with local governments and CBOs in five (5) cities across the US to enhance community-based prevention of, responses to and reporting of hate crimes and incidents.
- Maintain and build relations with project stakeholders (donors, external leadership partners, subject matter expert consultants, CBOs and city governments, etc.)
- Work with and coordinate efforts of SMEs to produce training and briefing content for key stakeholders
- Deliver and/or facilitate capacity-building training for CBOs/city governments

### 2. Stakeholder Engagement & External Representation (10%)

- Manage relationships and represent the Strong Cities Network's work in this domain with key project partners, members, governments, and donors

### 3. Institutional Support (10%)

- Coordinate with the wider ISD-US team on ongoing efforts, and collaborate with the wider ISD global team where appropriate
- Line manage, support, and develop junior staff working on Strong Cities North America

## 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 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 – 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
<b>Integrity</b>	<ul style="list-style-type: none"><li>• Personal integrity</li><li>• Focus on quality</li></ul>
<b>Collaboration</b>	<ul style="list-style-type: none"><li>• Respect for others</li><li>• Commitment to the team</li></ul>
<b>Agility</b>	<ul style="list-style-type: none"><li>• Efficiency and effectiveness</li><li>• Problem Solving</li></ul>
<b>Courage</b>	<ul style="list-style-type: none"><li>• Strategic thinking</li><li>• Growth Mindset</li></ul>

### 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.

	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge, training and qualifications</b>	<ul style="list-style-type: none"> <li>• Bachelor's Degree or relevant qualification/work experience in social science or a related field</li> <li>• Knowledge of key hate and extremism threat landscape affecting communities in the United States.</li> <li>• Familiarity with hate prevention policies and programs</li> <li>• Understanding of monitoring and evaluation principles and approaches</li> <li>• Strong competency and familiarity with Microsoft Office suite (Word, PowerPoint, Excel)</li> <li>• Excellent written and spoken communication skills in English</li> </ul>	<ul style="list-style-type: none"> <li>• Master's degree qualification or relevant qualification/work experience in social science or a related field</li> <li>• Expert knowledge of hate and hate prevention landscape in the United States</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• 5+ years of relevant experience</li> <li>• 3+ years of project and program management/delivery (including training and other capacity-building) experience, with proven ability to manage large and complex projects involving external partners</li> <li>• Line management experience</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working with CBOs or local governments on anti-hate initiatives.</li> <li>• Experience developing and/or delivering training to CBOs or local practitioners</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Strong interpersonal and written and oral communications skills.</li> <li>• Strong data analytical and critical thinking skills</li> <li>• Strong attention to detail</li> <li>• Highly organized with the ability to be flexible, multi-task and respond proactively in a fast-paced environment</li> <li>• Ability to lead and work well both independently and in a</li> </ul>	<ul style="list-style-type: none"> <li>• Skilled writer for public audience</li> <li>• Ability to travel for short (two-to-three day) periodically</li> </ul>

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