

JOB DESCRIPTION—PROGRAM MANAGER – BRITISH COLUMBIA, CANADA, STRONG CITIES

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| Role | Program Manager | | |
| Reports to | Director | Direct reports | N/A |
| Budgetary responsibility | \$0 | Resource responsibility | N/A |
| Safeguarding responsibility | N/A | Key relationships | Strong Cities Network team in North America, and globally; municipal stakeholders, local CSO stakeholders |
| Contract | Full-time – 22 Month FTC; subject to funding | Location | British Columbia, Canada/ Hybrid remote |
| Salary | CAD 92,500 – 121,000 | Level | 5, 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 municipality-level stakeholders in British Columbia, Canada, as part of a newly funded program focused on empowering local governments with the knowledge, tools and partnerships to counter online harms and foster safer, more resilient communities. The role will also support Strong Cities programming and partnership opportunities across Canada 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 and/or social polarization or community cohesions fields. This individual should have strong attention to detail and desire to travel within British Columbia 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 municipal government, subject-matter experts (SMEs), civil society organizations (CSOs), youth, and other local stakeholders in British Columbia 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 municipal officials on countering online harms in communities in British Columbia.

North America Regional Hub

- Maintain and build relations with project stakeholders (donors, external leadership partners, SMEs, BC municipal 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 municipal-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 British Columbia 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 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

North America Regional Hub

- 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 |
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| 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 |
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| Knowledge, training and qualifications | <ul style="list-style-type: none">• Bachelor's Degree and relevant qualification/work experience in social science or a related field• Knowledge of key security and governance challenges affecting communities in British Columbia, Canada, with a specific focus on-and offline hate, extremism and social polarization. | <ul style="list-style-type: none">• Master's Degree in relevant field |

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| | <ul style="list-style-type: none"> • Strong competency and familiarity with Microsoft Office suite (Word, PowerPoint, Excel) • Excellent written and spoken communication skills in English and French | |
| 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 • Conducting offline and/or online research • Working with teams with diverse backgrounds in multiple locations | <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 • Previous experience working with local governments or local communities • Experience delivering training and capacity-building projects and events |
| Skills | <ul style="list-style-type: none"> • Clear, fluent and concise English and French 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, social polarization, community safety) • 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 | |

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| | <ul style="list-style-type: none">• Ability to travel within British Columbia and, as appropriate, elsewhere in Canada | |
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