

# Senior Program Manager

Job Title - **Senior Program Manager**

Location - **Washington D.C. or New York City**

Employment Type - **Full Time**

Start Date - **ASAP**

Salary - **\$85,000 - \$150,000 depending on experience**

Moonshot believes that marginalized people in society — including people of color, people from working class backgrounds, women, Disabled and LGBTQIA+ people — must be centered in the work we do. We strongly encourage applications from people with these identities or who are members of other communities who are currently underrepresented in our workforce. All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status. We know a diverse workforce will enable us to understand drivers behind violent extremism and online harms in an in-depth way and do better work to counter them.

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## About this role

Moonshot is recruiting a Senior Program Manager to support delivery of a new program in the US.

Moonshot is currently looking for a Senior Program Manager to lead the design and implementation of individualized programs to reach individuals at-risk of online harms - from violent extremism and gender-based violence to disinformation and child online exploitation.

This role entails responsibility for managing and developing key external relationships with clients and partners, including public health services, NGOs, government agencies, and law enforcement bodies, as well as promoting Moonshot's business development. The Program Manager, based in either New York City or Washington, D.C., will oversee a program team based in our DC office, with responsibility for developing and maintaining the working culture of the growing team.

The ideal candidate will bring a creative, evidence-based approach to the project, with experience of managing risk in a public safety context, and a good understanding of the online risk landscape.

The Program Manager, with the input of senior management, will oversee the design and maintenance of a set of online services connecting at-risk individuals with intervention providers.

In addition, the manager will use social media sites to further raise brand awareness and foster audience interaction. The individual will work with Moonshot's tech team to help optimize the user experience and ensure compliance with data protection and applicable regulations.

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## Your responsibilities will include

- Managing key relationships with clients, partner organizations and other stakeholders.
- Leading a small to a medium-sized project team, with particular attention to developing the working culture of the US programs team as our DC office grows.
- Overseeing analysis of diverse forms of data, including social media metrics, surveys, interviews, violent extremist material and data gathered by our in-house specialist software.
- Developing and sharing subject matter expertise related to violent extremism and online harms across the organization.
- Developing new methodologies to track and challenge violent extremism, misinformation, and other public safety issues.
- Management of intervention projects, including ensuring delivery within agreed timeframes and budgets.
- Identification and management of project risks.
- Supporting our business development by identifying and applying for funding opportunities, building relationships with clients and partner organizations.

## Requirements

- Experience managing project teams, partners, and clients.
- Demonstrable experience of outreach and building stakeholder relationships.
- Willingness to be on-call and work outside regular working hours in response to incidents and relevant events.
- Relevant professional or research experience in public safety, countering violent extremism or other online harms.
- Subject matter expertise in one of the following areas: far-right extremism, jihadist extremism, hate crime, human trafficking, child sexual exploitation and abuse (CSEA).
- Experience leading projects covering one or more of the following topics: interventions, capacity building, social media analysis, digital communications campaigns, monitoring and evaluation.
- An ability to source, interpret and analyze both quantitative and qualitative data, particularly social media or digital marketing data.
- Demonstrable ability to work under pressure, taking action and getting things done, both in managing your own workload and that of others.
- Inquisitiveness and adaptability, particularly in relation to new technology and the use of social media for research.
- Excellent written, verbal and interpersonal communication skills.
- Strong people management skills - with the ability to lead and manage analysts.
- Candidates will be expected to undertake any relevant security clearance procedures per the needs of clients.
- Up to date US driver's license and willingness to travel to meetings.
- In addition, we require all candidates to be eligible to work in the US and will require proof of this alongside vaccination status.

## Desirable

- Advanced analysis of a wide range of traditional and non-traditional digital platforms and / or professional experience in open-source research, OSINT methods, or threat risk analysis.
- Demonstrable experience with digital marketing on traditional and emerging media and social media platforms.
- Fluency in languages other than English.

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## About Moonshot

Moonshot is a social enterprise dedicated to disrupting and reducing online harms across the globe. We currently operate in more than 28 countries across different forms of violent extremism, disinformation, and other public safety issues, such as gender-based violence. We use data-proven techniques to ensure our clients respond effectively, and our work ranges from targeted intervention programs, software development and digital capacity building, to leading global counter-messaging campaigns.

### We do this through:

- Finding new ways to reach individuals at risk of involvement in violent extremism and other forms of violence.
- Working across different violent extremist ideologies and public safety issues.
- Collaborating with partners and working for clients including governments, NGOs and private sector organizations from across the globe.
- Building a multifaceted team with a diversity of backgrounds, both professional and academic, including international development, policing, communications, psychology, data science and software engineering.
- Investing in the research and development of new technologies and methodologies to counter extremism, misinformation, and other public safety issues.

## Working at Moonshot

We're growing quickly, have big ambitions, and high expectations of our staff. Our dedication to finding effective responses and leading innovation means that our work environment is fast-paced, dynamic and creative. We match this by offering our staff access to a range of learning and development options, scope to advance personal subject-matter expertise, and opportunities for career progression.

### Moonshot Values

that drive and guide our work each and every day:

- **Optimism** - We are ambitious and daring about our ability to impact global problems with innovative solutions, and positive about people's ability to change. We value joy, while pursuing a serious mission.
- **Kindness** - We recognize the unique value of every single member of our team. We care for and support our colleagues, and cultivate a safe working environment for all. We empathize with victims of online harms as well as those at risk of perpetrating them.
- **Authenticity** - We root our work in evidence, and see the humanity behind online harms. We remember the people behind the data points. As we navigate fast-changing trends and increasingly complex environments, we stay true to our mission: one based on creativity, integrity, and hope.
- **Accountability** - We push ourselves to be personally responsible and hold ourselves and others to account in our work; we believe that trust and challenge can co-exist. When we make mistakes, we acknowledge them and find ways to improve. We provide autonomy and opportunity to our team as a pathway to personal growth and collective excellence. We incorporate ethics in all aspects of our decision making.
- **Excellence** - We use our deep regional knowledge and subject matter expertise to deliver high quality work. Where we don't have the knowledge or skills, we find those who do, and build collaborative partnerships.
- **Equality** - We recognize the harms caused by racial inequality and gender inequality globally and especially in our own sector. We commit to our own ongoing education. We actively take steps to dismantle these, and other forms of inequality, through our internal policies and through the delivery of inclusive, ethical and effective programming.

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## Inclusivity

Moonshot values the diversity of our team, and is committed to ensuring our workplace is inclusive. We are determined to ensure that our applicants and employees receive no less favorable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status, veteran status, national origin, citizenship, race or color and any other protected characteristic as established under law.

We recognize that our staff have different requirements based on their circumstances, and we are committed to providing a workplace that caters for these, including flexible working time to allow for caring responsibilities and remote working arrangements and work space adjustments to accommodate people with disabilities and other health conditions.

## Benefits package

- 15 days paid leave annually plus federal holidays.
- Generous healthcare package, including coverage for partners and children.
- Employee Assistance Program providing access to mental health support.
- Generous maternity and paternity leave.

## Application process

To apply for this role please submit your resume and a short cover letter. Your cover letter should not exceed two pages and must answer the following questions.

**Why do you want to work for Moonshot?**

**How do you meet the requirements of this role?**

Applications without a cover letter will not be considered.

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