

**ROLE PROFILE**

<b>JOB TITLE:</b>	Digital Protection Manager	<b>REPORTING TO</b>	Head of Digital Protection
<b>TEAM:</b>	Digital Protection (DP) and IT Admin	<b>DATE:</b>	April 2023
<b>LOCATION:</b>	Dublin	<b>CONTRACT TYPE:</b>	Permanent
<b>WEEKLY HOURS:</b>	Full-time (35 hours) Monday to Friday	<b>SALARY:</b>	Scale 4

**Principal Objectives:**

**Digital Protection and IT Administration Teams Purpose:**

The purpose of the Digital Protection (DP) team is holistic support, mentorship and protection of Digital Protection Coordinators (DPCs) in their work. Members of the DP team, based in different regions, will conduct digital protection consultations and trainings for HRDs/HROs at risk, directly work (in-person and remotely) through long and short-term support to HRDs/HROs. DPCs also conduct support travel missions, whilst cooperating with consultants and partner organisations with a broad geographical aspect.

The purpose of the IT team is to provide essential support to all FLD staff in implementation, administration, maintenance and support of efficient and secure digital communication, information storage and processing through information and communication (ICT) systems in the organisation.

**Role Purpose:**

The Digital Protection Manager will have the responsibility to support the Head of Digital Protection in leading and developing the work of the DPCs and IT Administrators. The role will be responsible for fostering and supporting effective teams to ensure the provision of digital protection support to HRDs which is coordinated, strategic, targeted and effective, and the delivery of team products, initiatives and events, and provision of IT support to all FLD staff.

The primary responsibility of this role will be to coordinate and expand our digital protection work by helping to manage FLD's digital protection support for HRDs, with input into FLD digital protection advocacy in cooperation with our Global Advocacy team, help develop FLD digital protection resources (like Security in-a-Box), assist in coordination of DP work with the Protection and other FLD teams as needed. The successful candidate will also provide support to the IT team and oversee the maintenance of the IT and Communication networks and systems.

The role will contribute to agreeing and developing the work of the IT teams, ensuring monitoring, learning and innovation of the work programmes. As part of the FLD Management Team, this role will help contribute to the collective management and leadership of FLD, directly supporting the Directors in the strategic planning, management and evaluation of all aspects of the organisation.

## Responsibilities:

### **1. Providing management and leadership to the Digital Protection and IT Administrators to develop and deliver the team vision and plans**

- Developing the shared vision for the digital protection work, clarifying roles and responsibilities, establishing ways of working within the team, and with other staff.
- Ensuring the shared vision is founded in a vision for holistic protection, and underpinned by a common risk analysis and digital protection methodology, with a strong gendered, intersectional and collective perspective.
- Managing and coordinating the overall work of the field based DPCs including ensuring practical support, security planning, mission support, follow-up, reporting and evaluation.
- Line Management of agreed Digital Protection Coordinators through providing direction and support, co-developing objectives of the work, implementation plans, monitors performance and progress, and assisting in identifying challenges and finding solutions.
- Developing a shared understanding of best practices in methodologies for digital protection for HRDs at risk
- Contributing to the development of digital protection resources such as guides and toolkits (e.g. Security in-a-Box).
- Hold oversight of the various digital protection initiatives such as workshops, consultations and mentoring and ensure they are following best practice and are conducted to the highest standards.
- Working with the Protection team and others to identify and prioritise HRDs, organisations and communities needing digital protection support, including a specific needs analysis, and a focus on developing strategies for long term impact and sustainability.
- Support team members to plan and manage their work, ensuring HRDs capacity building is delivered with the appropriate and available holistic protection skill set, languages, gender sensitivity, access and inclusion, contextual understanding and cultural sensitivity.
- Being responsible for the development and sustainability of a team of professionals from different cultural and linguistic backgrounds, who are able to provide advice and deliver training on Digital Protection
- Take responsibility for personally delivering programmes/initiatives as needed.

### **2. Support the IT Administrators and IT system in FLD head office in Dublin**

- Support the development and maintenance of the organisational IT Security Policy and shared understanding of best practices. Developing methodologies and best strategies of implementation of the policy and best practices for FLD staff.
- Support to Senior IT Administrator to ensure network and systems in place across the organisation are managed securely and effectively to deliver the necessary functionality and protection to the organisation, information and communications it manages.
- Support to Senior IT Administrator to monitor reliable level of security on servers,

network devices, workstations and other peripherals used within FLD.

- Ensure that security monitoring, auditing and alerting tools and network traffic analysis is carried out.
- Provide direction and support to organisation information management systems such as shared drive, wiki, Human Resource Management System, Database and the phone system.

### **3. Advocacy and Research**

- Identify, engage and build relationships with CSO actors working on technology and human rights.
- Undertaking research on the impact of digital insecurity on human rights defenders including documenting specific security incidents, based on digital protection team's engagement with and support to HRDs.
- Support the development of FLD's policy and advocacy strategy targeting technology companies with a focus on social media and surveillance technology companies including identifying legislative and policy processes within the technology and human rights space which have the ability to impact the safety of defenders.
- Together with the global advocacy team, conduct advocacy meetings with key technology companies and other actors with influence related to overarching policy development, legislation, or other processes which have the ability to impact the safety of human rights defenders

### **4. Planning, budgeting and MEL**

- Ensuring that all team and project responsibilities, deliverables and reporting requirements are met within the approved budget and agreed time frames.
- Engage with annual planning processes to best plan for and meet the need of HRDs.
- Providing leadership and strategic input relating to the needs of HRDs for digital protection
- Researching and promoting best practice on risk analysis and protection planning in relation to digital protection including keeping up-to-date with developments in the field, coordinating with colleagues, relevant experts and other organisations.

### **5. Management within FLD**

- Nurturing an inclusive, values-driven, supportive organisational culture with a focus on delivering impact for human rights defenders in line with the organisation's mission;
- Contributing to the effective collective management of the organisation, under the guidance of the Directors, through developing and communicating common policies, procedures and management approaches, and supporting relationship building, problem solving and effective cooperation across teams;
- Providing inspirational leadership and strategic guidance on well-being, learning, staff development, effective communications and ensuring the organisation's vision, mission, ethos and values are widely known and embedded within your team.

- Leading the team to develop team objectives and plans to support the delivery of FLD's strategic plan in accordance with organisational procedures and policies.
- Ensuring that all team and project responsibilities, deliverables and reporting requirements are met within the approved budget and agreed time frames.
- Leading on the development and implementation of organisational systems, procedures and policies to support the efficient functioning of the organisation.
- Championing best practice with regards to health and safety and safeguarding.
- Leading on the successful attraction, recruitment, induction, management and retention of high caliber staff to support the delivery of our organisation plan.

*This job description is intended as a summary of the primary responsibilities of and qualifications for this role. The job description is not intended as inclusive of all duties an individual in this position might be asked to perform based on requirements either now or in the future.*

<b>Reporting Structure:</b>
<b>Directly: Management of</b> Digital Protection Coordinators
<b>Key Relationships:</b>
<b>Internal:</b> Executive Director, Deputy Director, Head of Digital Protection, Protection Managers, Security Advisor, Protection Coordinators and Grants Coordinators.

<b>Salary Range:</b>
€50,500 - €67,792 per annum (12 points)
Placement on the range will be commensurate with experience and qualifications
<b>Benefits include:</b>
24 days annual leave, pension scheme, health insurance, death in service benefit, income protection and an employee assistance programme.

<b>Person Specification</b>
<b>Knowledge and Skills</b>
<b>Essential:</b>
<b>Technical</b>
<ul style="list-style-type: none"> <li>• Recognised ICT degree or equivalent experience.</li> <li>• Excellent practical and current knowledge of digital information security and</li> </ul>

- communication technology across a variety of operating systems and devices;
- Administering major operating systems like: Windows, Mac OS, Android, iOS and GNU Linux (most importantly Ubuntu).
- Familiarity, practical experience and knowledge of best practices with open source IT systems, networks, and related technologies.
- Strong troubleshooting skills with a logical, analytical approach to problem solving
- Proven experience producing and updating relevant documentation and procedures.

### **General**

- Organisational skills including an ability to prioritize initiatives across several countries in multiple time zones, ability to supervise, mentor and provide guidance to a small diverse team;
- Excellent communication skills in English, with clear, concise writing, editing and oral presentation skills and experience;
- Strong understanding of the human rights context in across different geographical regions.
- Strong understanding of the political environment for human rights defenders and excellent political judgment.
- Sound judgement, decision-making and problem-solving skills, particularly in high pressure and high risk situations.
- Flexibility in time, scheduling, travel and supporting other staff, both from the same team and on other teams.
- Ability to offer advice, guidance and support to meet the organisational needs.
- Ability to work as a team member at different levels.
- Financial skills for budgeting.

### **Desirable:**

- Knowledge of other languages.
- Knowledge and practical experience of digital protection international advocacy.
- Creating digital protection guides and documentation.
- Ability to learn on the job about different political and cultural contexts in order to develop effective programming.

### **Experience**

#### **Essential:**

- Minimum 3 years experience in digital protection support.
- Minimum 1 year of experience of working with HRD/HRO.
- Provided digital protection support and training for individual, group and organisations.
- IT problem solving in all major operating system (Windows, Mac, Android and iOS).
- Participation in national and international human rights digital protection conferences.
- Active and trusted member of the human rights community.
- IT systems administrator, IT support experience.

- Servers administration experience.
- Holistic security in context of digital protection experience, support, training, etc.
- Documented prior good experience in working with HRDs/HROs.
- Mentorship experience
- Extensive knowledge and experience of best practice in digital protection
- Proven experience as a manager including in managing budgets.
- Experience in driving innovation and creative programming.
- Experience in managing diverse teams and working in different cultural contexts.

Desirable:

- Experience as a trainer, with oversight in the development and management of training programmes in diverse cultural contexts.
- Demonstrated experience and judgement in high risk situations that pose security concerns to individuals as well as the organisation.

**Other requirements**

- Requirement to travel internationally for events /workshops as required.
- Keep up to date on developments related to human rights defenders on global basis, and also in specific contexts as and when needed.

***Front Line Defenders reserves the right to close this vacancy early and make an appointment before the designated advertising closing date, therefore, if you are interested please submit your application as early as possible for consideration.***

**Competencies:**

- |  |
|--|
| 1. Communications                            |
| 2. Decision making and problem solving       |
| 3. Strategic thinking                        |
| 4. Coaching and mentoring                    |
| 5. Responsiveness to HRDs                    |
| 6. Exercising good judgement                 |
| 7. Building collaborative work relationships |

**Front Line Defenders is an Equal Opportunities Employer**