

## **TERMS OF REFERENCE: Senior Peace Technology Programmes Officer (Consultancy)**

**Overall Objective:** The Senior Peace Technology Programmes Officer will play a lead role in helping Peace Direct to design, implement and evaluate technology-driven initiatives that support our research and programmes. This will include developing new approaches to the use of technology across our work, supporting our local peacebuilding partners to develop their use of technologies, and leading innovation and development of new and existing products and services, including our online training courses, digital platforms and digital analytics.

### **Timeframe and ways of working:**

The consultant will report to Peace Direct's Research Manager and sit within the International Programmes and Research Team.

The consultant will be expected to work 3-4 days/week for an initial period of 12 months, with the potential to renew. The consultant has the possibility to work fully remotely. Candidates do not need to have the right to work in the UK for this role.

### **Core responsibilities:**

- i) Manage the development and optimisation of Peace Direct's online research platforms, including the strategic development of [Platform4Dialogue](#) and [Peace Insight](#);
- ii) Lead the exploration, development and use of new online mapping initiatives to support and enhance Peace Direct's work with partners;
- iii) Support the implementation of Peace Direct services, notably our online training courses, digital platforms and digital events;
- iv) Research new approaches to the use of technology, including AI for peacebuilding and how this might inform the work of Peace Direct and our partners.

### **Key Tasks**

#### **Manage the development and optimisation of Peace Direct's online research and mapping platforms, notably Platform4Dialogue and Peace Insight**

- Optimise and continuously improve the user experience and functionality of our digital platforms.
- Gather feedback from users and stakeholders to make informed decisions about platform enhancements and changes.
- Utilise analytics tools to gather insights into user behaviour and engagement, using this information to make data-driven decisions.
- Manage collaborations with developers and designers to implement technical changes and visual enhancements of our platforms.

- Develop training materials for platform users to maximise Peace Direct’s knowledge of our digital platforms.
- Oversee the technical maintenance of our digital platforms and the infrastructure on which they run (security, performance, troubleshooting problems, etc.); Provide support to Peace Direct staff and external users (technical, facilitation, content) in hosting consultations for Peace Direct and external organisations on **Platform4Dialogue**
- Explore new funding opportunities to maximise the potential of **Peace Insight** and **Platform4Dialogue**.
- Work with the Research and Communications teams to reach a wider audience, increase participation and optimise the dissemination and outreach of online consultations.
- Lead domain and web hosting management
- Respond to miscellaneous requests and enquiries as they come up.
- Specific to **Peace Insight**:
  - Lead, maintain and update the profiles of peacebuilding organisations mapped on **Peace Insight**.
  - Support the crowd-sourced mapping function within **Peace Insight**.
  - Support the Fundraising & Communications team to troubleshoot technical issues when uploading new content to **Peace Insight**.

**Lead on the exploration, development and use of new online mapping initiatives to support and enhance Peace Direct’s work with partners.**

- Design and/or oversee the development of a robust, data-driven mapping tool to track and visualise local actors and peacebuilding initiatives.
- Build and maintain the technical needs of mapping projects for Peace Direct and partners and explore relevant opportunities to optimise the projects.
- Ensure that Peace Direct’s mapping of local peacebuilding is at the cutting edge of the sector.
- Explore new opportunities for how technological developments can enhance Peace Direct’s support to partners.
- Train and support staff and partners on effectively utilising mapping tools for strategic decision-making and resource allocation, as requested.

**Support the implementation of Peace Direct services, notably our online training courses and digital events.**

- Collaborate with instructional designers to create and curate content for our online training courses.
- Manage participant registration, enrolment, and communication, providing support and guidance as needed.
- Work with the Research and Communications teams to streamline dissemination and outreach for our courses and events.
- Provide technical and facilitation support for our digital events.

**Research new approaches to the use of technology for peacebuilding and how this might inform the work of Peace Direct.**

- Maintain awareness of new approaches to the use of technology by others involved in peacebuilding.

- Consider how new technological developments (including AI) might be adopted and used by Peace Direct and partners to improve and/or streamline processes and contribute to peacebuilding programming.
- Investigate the potential application of AI tools in peacebuilding activities prioritising ethical considerations and mitigating potential bias amplification.
- Formulate actionable recommendations for responsible AI adoption within PD and its partners.

#### **Advocacy and external relations:**

- Represent Peace Direct at relevant meetings and conferences, under the direction of the Deputy CEO / Head of International Programmes and Research and the Research Manager.
- Undertake networking and information sharing within the peacebuilding sector and with other relevant stakeholders in the UK and internationally, including where relevant through participation in working groups focused on peace technologies
- Liaise with consultants hired by Peace Direct and provide administrative support where needed

#### **Internal Relations:**

- Work closely with the International Programmes and Research team members on any digital programmatic needs.
- Work closely with all staff to help deliver Peace Direct's strategy.
- Ensure that learning about new technologies is effectively shared with Peace Direct staff.
- Contribute to PD's publications, publicity events and other events, where appropriate.
- Perform any other related tasks as directed by the Research Manager or Deputy CEO / Head of International Programmes and Research.

#### **Travel:**

- Occasional travel to represent Peace Direct externally and/or to conduct visits on Peace Direct business, sometimes to rural/difficult locations

#### **Environment:**

- Out of hours work and occasional overseas travel, sometimes at short notice to difficult locations.
- The consultancy role can be located anywhere.

#### **Discretion to Act:**

Working within the framework of the strategic plan, the post holder will take responsibility for their own work and for reaching targets set for them.

#### **Core competencies**

##### ***Essential:***

- A relevant degree (such as Computer Science, Web Design, Peace and Conflict Studies, International Development or related subject); or equivalent professional experience.
- Minimum of two years in a digital technology-related role, ideally with a research focus.
- Knowledge and/or experience of peacebuilding and peace technologies.



- Demonstrable experience in designing and/or managing digital tools and/or online platforms.
- Understanding and knowledge of ethical and secure data collection.
- Fluency in written and spoken English.
- Strong project management and organisational skills.
- Excellent information management skills with high level of proficiency in MS office packages and familiarity with programming languages
- Strong interpersonal skills with the ability to relate to people from a broad range of backgrounds, culture and influence, and an appreciation and respect for different cultures, worldviews and ways of knowing.
- Willingness to travel overseas and to perform well in challenging and sometimes difficult areas, conditions and situations. During periods spent abroad, the post-holder will expect to work unsocial hours from time to time.
- Thrives in a remote work environment, exhibiting excellent time management skills fostering seamless collaboration across time zones.

*Desirable*

- Ability to work in French, Arabic or Spanish
- Knowledge of local languages in countries where Peace Direct works with local partners will be an advantage.
- Proficiency and experience of using design software, for example InDesign
- Knowledge and experience of running online training courses
- Knowledge and experience of online mapping programmes
- Interest in and/or experience of working with AI