

Job description

1. NAME:
2. POSITION TITLE: Forum Hybrid Lead
3. POSITION TIER: C/D
4. LOCATION: Flexible/Remote
5. REPORTING RESPONSIBILITIES:

The reporting responsibilities of this position are as follows:

Reporting to:	
5.1 Direct Reporting Line	Reporting Areas
Forum Manager	All matters
5.2 Functional Reporting Line	
IT Manager	IT Matters

- Direct reports indicate those staff members this position directly reports to, and is responsible for performance appraisals of this position.
- Functional Reports indicate staff this position reports to or interacts with and who this position is accountable to for the specific function.

Reported by;	
5.3 Direct Reports	Reporting Areas
-	-
5.4 Functional Reports	Reporting Areas
-	-

- Direct reports indicate those staff members directly reporting to this position, and this position is responsible for performance appraisals of.
- Functional Reports indicate staff reporting or interacting with this position and who are accountable to it for the specific function.

6. Overview of the Position

The AWID 15th International Forum, to be held in December 2024, in person in Bangkok, Thailand, is the world's largest event that wholeheartedly centers feminist and gender justice movements in all their diversity. It is a transformative space created by and for the movements. We hope to gather 2,500 in-person and 3,000 online/hybrid participants to network, build alliances, celebrate, and learn in a stimulating, emotive and safe atmosphere. This is the first time the Forum will have a hybrid nature with extensive online engagement and meaningful virtual participation.

The Forum Hybrid Lead is a new position that works under the supervision of the Forum Manager. The Hybrid Lead will be responsible for overseeing the success of the Hybrid element of the AWID Forum, including development and implementation of innovative Forum technologies, as well as managing all Virtual Forum components, and ensuring the highest possible standards of accessibility and meaningful interaction within and among offline and online spaces of the Forum..

This role requires flexible work across different time zones, especially the time zone of the AWID Forum. It is an 18-month full-time fixed term position.

7. Major Responsibilities:

Overseeing the development of registration (back end), website and Forum app, working with external developers; liaising with and managing tech teams for the virtual and hybrid elements of the forum; liaising with tech companies and a local audio/visual (A/V) company in Thailand for the Hybrid Forum; supporting hybrid elements of pre-Forum events as needed; and coordinating with “hubs” (physical or virtual events) that may be happening outside the main venue during the Forum or pre-Forum. as needed.

7.1 Development of Forum Tech (Registration, Website, Forum App)

- Supervise contractors to develop the following technologies for the Forum (note that the Forum is multilingual, and all technologies will be developed in four to six languages at least):
 - Registration system, with automated invitation letters for visa purposes
 - Forum website with agenda and logistical information (working with the AWID communications team and other members of the Forum team)
 - Forum app, with interactive capabilities if possible (for networking)
 - Development of virtual “spaces” as required for virtual participants, including a virtual exhibition hall and marketplace, and networking spaces
- Train other AWID staff on the registration system and Forum app moderation, and assist with troubleshooting and registration reporting as needed
- Help to identify processes that can be automated or streamlined

7.2 Coordinate and Manage Tech Teams for the Virtual Forum:

Pre Forum

- Participate in the design of the Virtual Forum and Hybrid components, to ensure a seamless and engaging user experience. Priorities include determining an optimal number of sessions and scheduling them to avoid conflicts, and strategizing on how best to connect virtual participants to each other and to the Forum in Bangkok.
- Oversee the planning and production of the Virtual Forum, including preparing tech teams and coordinating with presenters, facilitators, and room attendants
- Address privacy and security concerns in all areas of the virtual forum, and strategize different ways to convey key information to participants who may not be aware of the digital security risks
- Work on simultaneous interpretation solutions (using latest technologies) for the virtual forum, but also offer low-tech solutions as useful
- Develop creative solutions to bring the virtual forum (which may run outside of the In-Person Forum hours) into the In-person Forum in Bangkok
- Research and offer suggestions for the innovative use of online spaces that foster real connection, and goes beyond traditional video conference formats as in a Zoom meeting
- Create contingency plans for technology failures, participant no-shows and internet glitches, and prepare staff and volunteers working on the virtual forum to pivot as needed.
- Prepare speakers for their virtual experience well in advance, both logistically and otherwise
- Brief relevant tech teams on AWID forum values, accessibility approach and practices, participant demographics, and cross-cultural and multilingual practices.
- Monitor virtual participant registrations, ensure there is enough capacity, and proactively make tweaks to the virtual forum spaces as needed
- Liaise with various internal AWID teams to ensure synergy and alignment across various planning teams

During the Forum: Onsite (in Virtual Space)

- Lead the Virtual Forum, acting as the Production Coordinator in charge of daily virtual events, and as Team Leader, working with staff, volunteers, and contractors
- Responsible for managing tech teams on the back end, but also for liaising with presenters and facilitators as required, and ensuring sessions happen on time
- Troubleshoots “onsite” as necessary. The person in this position must be able to think on their feet, manage competing interests, and make sound decisions quickly.
- Meet daily with tech teams to receive feedback on user experience, review the day and course-correct, making modifications for the upcoming day and correcting problems from the previous day
- Liaise regularly with the onsite team in Thailand, Accessibility Working Group and other teams to find ways to connect participants and generate ideas in real time, as we monitor and evaluate how participants use the virtual space

Post Forum

- Track event performance and report back with statistics and data post-event
- Work with the tech teams to produce multimedia products for sharing afterwards

- Ensure that all data (videos, audio, images, PP presentations, etc) are retrieved securely from suppliers, and either stored with AWID, or repurposed for communications
- Produce an After Action Review/Report on the Hybrid forum
- Participate in the Forum review feedback

7.3 Coordinate Hybrid/Online “Hubs” and Other Hybrid/Virtual Movement Activities

- Responsible for assisting external “hubs” (physical or virtual) if they need to connect to the Forum or to Pre Forum Processes. Work in other locations will be done by the organizers of those hubs, with the Hybrid Lead providing assistance with tech requirements and solutions as requested.
- May be asked to assist with hybrid or virtual pre-events in the leadup to the Forum)

7.4 Other Forum and AWID work

- Call For Activities: Work with the Forum and IT teams on creating a CFA for the Forum, and help design systems for review and decision making
- Virtual Tech capacity building: Keep the Forum and IT teams updated on the latest software tools and features specifically for virtual and hybrid meetings and find solutions as required

7.5 Organizational Processes and Individual Work Planning

- Participate and contribute to the Forum logistics team coordination meetings
- Maintain relationships with staff in other areas to facilitate smooth coordination and communication
- Participate organizational meetings
- Develop and monitor an individual work plan that will document the timeline, requirements and deadlines for all tasks and deliverables related to the International Forum

7.6 Team and organizational leadership, development and support

- Ensure the timely and effective implementation of deliverables linked to individual work plans, including all activities, reports and evaluations.
- Develop professional development objectives, monitors individual work plan, timesheets, staff expenses, and other HR and admin requirements
- Seek guidance and works towards setting and meeting own SMART performance objectives
- Participate and contribute to the Forum coordination and planning meetings
- Explore new ideas for improving management of duties and enhancing one’s own capacity
- Carry out any other relevant tasks as required by, and mutually agreed with the your line manager

Please Note: The above job description JD contains the main responsibilities and duties of this position. However in an ever evolving organization such as AWID staff members are expected to show flexibility in their approach to work and be willing to undertake other tasks that are reasonably allocated to them but which are not part of their regular JD. Where any task becomes a regular part of staff member’s responsibilities, the JD should be changed in consultation between the manager, the staff member and the responsible HR person. Any one of the three may initiate the consultation.

POSITION SPECIFICATIONS:

Essential Values and Competencies

- Value a feminist intersectional framework and its implications for organizational practices and committed to the principles of feminism, anti-oppression.
- Integrity, Transparency and Accountability
- Critical thinking and analysis
- Strategic risk management
- Ability to build strong trust-based interpersonal relations across the organization

Essential Knowledge, Skills, Abilities & Experience

- At least 5 years experience in managing events (emphasis on virtual events) and outsourcing event technologies & support roles including hybrid formats, preferably in a women's rights or human rights/ social justice setting
- Experience in project and program management, research, ability to develop, monitor and evaluate an operational plan with multiple projects, multiple deliverables and deadlines; ability to plan, organize and lead the implementation of plans and processes
- Strong problem solving, decision-making and critical thinking skills, displays good judgment
- Experience working with diverse communities from multiple identities across the globe, in a virtual environment
- Excellent written and verbal communication in English
- Excellent attention to detail
- Ability to travel internationally (up to 6-7 weeks per year)

Desirable Knowledge, Skills, Abilities & Experience:

- University Degree or College Diploma in Information Technology or related discipline, or relevant experience
- Proficient with collaboration, communications and work-planning software (GSuite, Slack, Jitsi, Asana, etc.)
- Ability to analyze technical trends, new technologies, and digital security developments and make recommendations
- Experience working in a non-profit environment
- The ability to think quickly in real time, and make sound decisions in chaotic environments with many competing interests
- Is a strategic thinker who is able to quickly analyze issues and determine the best course of action using available resources.
- Team player with leadership abilities: Able to work within multiple AWID teams
- Deep understanding of digital security risks in hybrid environments
- Ability to research & evaluate software based on requirements
- Additional language skills considered an asset but not required