

USER VOICE

ONLY OFFENDERS CAN STOP RE-OFFENDING

JOB DESCRIPTION

Role:	Evaluation & Impact Manager
Responsible to:	Head of Policy
Primary objective:	To develop and maintain effective systems for monitoring and evaluating the impact of all User Voice's work
Location:	London
Salary:	Up to £27,000 depending on experience

Probationary period: The post is subject to a six-month probationary period.

DUTIES AND RESPONSIBILITIES

Evaluating impact:

- To develop and implement a monitoring and evaluation framework across all User Voice's projects
- To work with staff to establish, and then periodically review, clearly defined and measurable outcomes for each project User Voice undertakes.
- To work with the delivery staff to establish, and then periodically review, systems for capturing data that allows progress against the agreed outcomes to be measured.
- Set the standard of data capture required within the organisation, and ensure that staff are capturing the required data and consistently meeting the data quality standards through a training programme for staff.
- To take responsible for commissioning research and evaluation work from third parties when required, and to manage this relationship with such organisations or academic departments to ensure that the work meets a set of pre-agreed objectives.
- To lead on the commissioning and management of external evaluators or research teams for particular projects, as required.

Commissioned consultation projects:

- To liaise with clients to ensure that consultation projects are clearly defined and the data collected meets their needs.
- To design instruments and tools for consultation projects User Voice are commissioned to undertake.
- To oversee the data collection and analysis of this data.

- To take the lead on producing reports for clients and any other reporting requirements, such as presentations.

Service user insight:

- To develop an overarching framework that ensures all service user insight from User Voice Councils in prisons, probation, youth offending services and other related services is collated centrally.
- To analyse this data on a regular basis and report to the senior management team to ensure that this insight is used to inform the development of User Voice's models and methodology and to inform business development activities.
- To work with project managers so that this service user insight can be used as part of the internal quality assurance mechanism for project delivery.

Presenting analysis and production of reports:

- To analyse the data generated by monitoring and evaluation processes, and present management information for delivery teams, senior managers and trustees that measures performance against agreed outcomes and targets.
- To take the lead in producing data and analysis on the impact of User Voice's work to be included in the organisation's Annual Report, and any other impact reports, that is suitable for a variety of internal and external audiences.
- To generate data in a format agreed with the Head of Policy for reports to donors or supporters, or in the production of funding applications and bids.

Business development and partnerships:

- To lead on the production of competitive proposals for external research and evaluation projects which generate income and to work with any partner organisations to manage and deliver those contracts secured.
- To manage existing and develop new partnership with external research bodies who meet User Voice's values

Additional

- To undertake such other responsibilities as directed by the Chief Executive or Head of Policy.
- To work in a flexible way when the occasion arises so that tasks, which are not specifically covered in the job description, are undertaken.
- To assess and take responsibility for one's own performance.

PERSON SPECIFICATION

Education:

- Masters level or equivalent relevant experience (essential) or doctoral level (desirable) in evaluation or social research techniques.

Experience:

- Demonstrable experience of both qualitative and quantitative impact evaluation techniques in a work environment.
- Excellent communications skills, proven both in writing and verbally.

- Experience of commissioning evaluation from third parties, to meet agreed objectives.
- Experience of leading on the production of evaluation proposals.
- Proven IT skills, with experience of developing, maintaining and manipulating large databases and using other analytical tools for evaluation purposes.
- Good knowledge of the charity sector and/or criminal justice.
- Personal experience of the criminal justice system is desirable.

Skills & Abilities:

- Highly developed analytical skills, with the ability to apply creative solutions to complex problems.
- Ability to work independently and as part of a small team.
- Ability to be highly organised, in order to manage and prioritise workload.
- Ability to create effective and efficient systems for gathering and analysing complex data.
- Ability to manage relationships with third parties in order to meet objectives on complex research projects.
- Ability to take initiative, be self-motivating and exceed targets.
- Ability to work collaboratively, while taking a leadership role.
- Excellent interpersonal skills.

PERSONAL STYLE AND BEHAVIOUR

1. Commitment to the third sector role in service delivery as a transformational force.
2. Commitment to excellence.
3. Effective communicator at all levels.
4. Vigour, pace, energy, enthusiasm, driven and commercially astute. A robust, resilient, confident and resourceful leader, who sets high standards, constantly seeks improvement for delivery of services, and overcomes obstacles to achieve objectives.
5. Inclusive and empowering of staff at all levels. A commitment to equality of opportunity, respect, openness and fairness, promoting high personal standards of behaviour and professionalism.
6. The highest standards of personal conduct, probity, credibility, honesty and integrity that engage and inspire the trust and confidence of Trustees, senior managers, staff and other stakeholders.
7. Proactive and a doer. A successful and effective negotiator and facilitator with a flexible style and approach to different people and partners.
8. A measured risk-taker within the context of spending public funds and effective governance.
9. Demonstrable success in addressing and resolving poor performance.

User Voice welcomes applications from all sections of the community regardless of race, gender, sexual orientation, religion, age or disability.

Criminal record check: This post is subject to an enhanced criminal record disclosure check as the post holder will have regular unsupervised access to young people and/or vulnerable adults. The purpose of the check is to ensure that the

nature of the applicant's criminal record, considered alongside evidence of the applicant's rehabilitation, does not indicate that his or her employment in this role would put current service users at risk.