



JOB DESCRIPTION

Role:	Monitoring & Evaluation Manager
Location:	London
Responsible to:	CEO
Objective:	To be able to evidence the activities that User Voice is undertaking and the impact they have and successfully communicate these to both internal and external audiences
Salary:	Up to £30,000 depending on experience
Hours:	40 hours per week
Holiday:	25 days per annum
Probationary period:	The post is subject to a six month probationary period

USER VOICE

User Voice is a charity led by ex-offenders. We are committed to making the criminal justice system work for everyone. We bring change for institutions, individuals and the agenda – by putting users at the heart:

- Change for institutions: **User Voice Councils** give decision-makers feedback and solutions from their service users. In 2017/18 10,000 service users were engaged through Councils, over 200 solutions were put forward and 94% were accepted for implementation.
- Change for individuals: with the right opportunity, encouragement and support, everyone can play an influential role in society through **User-Led Change**. Probation areas with a Service User Council have on average a lower reoffending rate than those that do not have Councils.
- Change in the agenda: bespoke consultations, **User Research** that gives decision makers the opportunity to hear, and act upon, service user insights.

User Voice represents the views of 1 in 3 people in prison and on probation in England and Wales.

An independent evaluation concluded: *“In cost-benefit terms it is quite clear that User Voice activities have generated benefits that far outstrip operating costs.”*

DUTIES AND RESPONSIBILITIES

The Monitoring and Evaluation Manager is an exciting new role to drive excellence in measuring User Voice's impact. The successful candidate will help shape the future of the charity by working with colleagues across User Voice to drive service improvement and innovation especially in our Council model. The role is central to creating an evidence-based culture and embedding evaluation into service development and delivery across our regions.

This is a new and exciting role that will support the growth of User Voice, who will be significantly increasing our scale, reach and impact across the UK. We are looking for someone who will thrive in a fast-growing and rapidly changing charity, who can balance strategic needs with the reality of our frontline work.

Responsibilities

- Leading the Monitoring and Evaluation Team – leading the drive to deliver outcomes for our service users, acting as the internal and external lead for monitoring and evaluation, managing the Evaluation Team members and contributing to the charity's management team.
- Developing outcomes frameworks – building on and refining User Voice's theory of change
- Overseeing data collection – supporting the design and overseeing the implementation of a framework to collect, input and manage data, working with both the regional Engagement Teams and external commissioners.
- Programme monitoring – supporting the development of on-going monitoring systems across the charity's programmes in order to empower Engagement Team Leaders to quickly identify service delivery issues and challenges as they arise, via real-time information
- Programme reporting – to provide monthly reports to the CEO, Support Team managers and Engagement Team Leaders on outputs (including contracted Council performance) and outcomes and to lead on the production of the annual impact report.
- Programme analysis and evaluation – leading on the analysis of reports and datasets, drawing balanced conclusions and communicating them clearly to internal and external audiences, leading on evaluation projects (including those led by external evaluators)

PERSON SPECIFICATION

Essential:

- Advanced analytical skills developed in a similar role, including research methodologies and quantitative analysis

- Excellent IT skills, including spreadsheets (e.g. Excel) and databases (e.g. Salesforce)
- Experience of collecting, inputting, managing, analysing and reporting on data
- High level of attention to detail and ability to work with complex data sets
- Ability to communicate monitoring and evaluation data clearly and concisely to non-expert audiences
- Experience of line managing, including coaching skills
- Commitment to the charity's mission and own personal development, as well as an openness to feedback

Desirable:

- Experience of managing budgets and being cost-effective, especially systems development and external evaluation
- Experience of working in the charity sector and/or criminal justice system
- Personal experience of being in prison or on probation

FURTHER INFORMATION

Equality and diversity

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

Disclosure and Barring Service (DBS) checks

This post is subject to an enhanced criminal record disclosure check via the new Disclosure and Barring Service (DBS) processes, as the post holder will have regular unsupervised access to children, 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.