

**JOB DESCRIPTION**

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| **Role:** | Monitoring & Evaluation Officer |
| **Location:** | London |
| **Responsible to:** | Head of Research |
| **Objective:** | To evidence the activities of User Voice and the impact we have.  |
| **Salary:** | Up to £25,000 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 Officer is an exciting role to drive excellence in measuring User Voice’s impact and ensuring the voices of those in prison and on probation are represented and listened to by key decision makers. 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.

**Responsibilities**

Monitoring and Evaluation

* To assist in developing and implementing a monitoring and evaluation framework across all User Voice’s projects
* To work with staff to implement systems for capturing data that allow progress against agreed outcomes to be measured.
* To assist in ensuring that staff are capturing the required data and consistently meeting the data quality standards through a training programme for staff.
* To support delivery staff in elements of User Voice’s monitoring and evaluation framework
* To assist in the analysis of reports and datasets, drawing balanced conclusions and communicating them clearly to internal and external audiences.
* To provide weekly and monthly reports to the Head of Research, CEO and Regional Manager on outcomes and to lead on the production of the annual impact report.

Project Management

* Support the Consultations team in managing the day-to-day aspects of their projects i.e. developing schedules, liaising with clients, ensuring that materials are printed, that access to prisons and probation locations is negotiated and that the projects are delivered within schedule.

**PERSON SPECIFICATION**

* At least 2 years’ research experience, preferably in a fast paced environment
* Quantitative research skills
* Excellent IT skills, including spreadsheets (e.g. Excel) and Microsoft Forms and Survey Monkey.
* Experience of collecting, inputting, managing, analysing and reporting on data
* High level of attention to detail
* Ability to communicate monitoring and evaluation data clearly and concisely to non-expert audiences.
* Excellent time management and project management skills
* Excellent people and stakeholder management skills
* Commitment to the charity’s mission and own personal development, as well as an openness to feedback.

**Desirable**

* Experience of working in the 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 basic criminal record disclosure check via the new Disclosure and Barring Service (DBS) processes.