



JOB DESCRIPTION

Role:	Delivery and Impact Manager
Location:	Flexible, at least 2-3 days in the office/delivering COO
Responsible to:	COO
Objective:	To be able to evidence User Voice's activities, the impact they have, successfully communicate these to both internal and external audiences and ensure constant service and organisational learning and development
Salary:	Up to £40,000 depending on experience plus London weighting if applicable
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 was created for and is run by people who have been in prison and on probation. Lived experience means we engage empathetically instead of sympathetically.

We exist to reduce offending and improve rehabilitation by working with the most marginalised people in and around the criminal justice system. We ensure that practitioners and policymakers hear their voices.

Since being founded in 2009, we have given a voice to over 150,000 people, including nearly 20,000 in over 80 peer research projects, influencing significant change to the system around [drugs in prison](#), [the response to the Covid pandemic](#), [neurodiversity](#) and [the experience of young black and mixed heritage boys](#).

DUTIES AND RESPONSIBILITIES

The Delivery and Impact Manager is an exciting new role that will help shape the future of the charity by working with colleagues across User Voice to drive service improvement and innovation. The role is central to creating an evidence-based culture and embedding evaluation into service development and delivery across our regions.

This new role 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

- Contributing to delivery – ensuring that delivery teams have the necessary insight and data, for example for events/elections, and supporting delivery and presenting insight and data where necessary in prison and the community.
- Service development and best practice – to be responsible for the development of good practice, quality assuring delivery, contributing to operational handbooks, materials, templates and staff development and training
- Leading the team – leading the drive to deliver outcomes for our service users, acting as the internal and external lead for monitoring and evaluation, managing 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 implementation of a new online monitoring and evaluation system to collect, input and manage data, working with both the regional teams and external commissioners.
- Programme monitoring – supporting the development of on-going monitoring systems across the charity's programmes in order to empower regional teams 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 Regional Managers on outputs (including contracted 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).

- Quality assurance and learning – ensuring that appropriate processes are in place to ensure quality of delivery for the end user and commissioner and embedding a culture of learning and innovation throughout our programmes
- Business development – to support and lead on identifying, responding to tenders and pitching for new business opportunities, supporting the mobilisation of new projects/services.

PERSON SPECIFICATION

Essential:

- Advanced analytical skills developed in a similar role, including research methodologies and quantitative analysis
- Experience of putting quality assurance, learning and innovation at the heart of programme/service development
- Excellent IT skills, including spreadsheets (e.g. Excel) and databases
- 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 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.