

**JOB DESCRIPTION**

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| **Role:** | Monitoring & Evaluation Lead |
| **Location:** | London/UK with some travel to London/Some national travel |
| **Responsible to:** | Head of Research |
| **Objective:** | To evidence the activities of User Voice and the impact we have. |
| **Salary:** | Up to £27,000 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 Lead 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. The role is central to creating an evidence-based culture and embedding evaluation into service development and delivery across our regions.

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 activities of the organisation – acting as the internal and external lead for monitoring and evaluation and managing interns who will support the day-to-day activities.
* Overseeing data collection – supporting the design and overseeing the implementation of a framework to collect, input and manage data, working with regional Engagement Teams and the Head of Research.
* 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 analysis and evaluation – leading on the analysis of reports and datasets, drawing balanced conclusions and communicating them clearly to internal and external audiences.
* Programme reporting – to provide weekly and monthly reports to the Head of Research, CEO, Support Team managers and Engagement Team Leaders on outcomes and to lead on the production of the annual impact report.
* Supporting delivery – working closely with our Engagement Team Members to understand the delivery model and support them to deliver it. This will require some national travel.
* Presentations and stakeholder management – presenting to senior external stakeholders and developing and managing internal and external relationships.

**PERSON SPECIFICATION**

**Essential:**

* Personal experience of being in prison or on probation
* Quantitative research skills
* Excellent IT skills, including spreadsheets (e.g. Excel) and survey software such as Microsoft Forms/SurveyMonkey
* 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.
* 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.
* Available, on occasion, to travel across the UK to attend council activities or present to senior stakeholders. Some overnight stays may be required.

**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.