

WORKING CHANCE JOB DESCRIPTION

Job title: Impact and Evaluation Officer
Responsible to: Strategy and Impact Manager
Location: Islington, London (currently remote working due to Covid)

PURPOSE OF ROLE

The primary purposes of this role are to help Working Chance ensure that systems are in place to enable robust data capture about our impact, to collect and analyse this data and to ensure that we a) improve our services and performance in line with what the data is telling us, and b) report clearly to internal and external stakeholders on the charity's impact. The role also assists colleagues to fulfil reporting requirements; contributes to impact and evaluation reports; and helps us to collect insights from women with convictions into our service so that we can continuously improve what we do and how we do it.

MAIN DUTIES AND ACTIVITIES

Data collection and evaluation

- Manage the collection of the charity's Key Performance Indicator (KPI) data on a monthly basis, so that the senior management team and trustees can scrutinise the charity's performance and delivery against its strategy.
- Manage Working Chance's case management database (In-Form) to ensure that it fully enables us to track, measure and analyse the impact our services have; liaise with the providers of In-Form to implement any changes and improvements needed to the system; provide guidance and support for staff using In-Form.
- Help to develop and implement Working Chance's monitoring and evaluation framework; monitor and generate insights into our impact using In-Form and evaluation tools including Work Star (one of the Outcomes Stars).
- Generate performance, policy and funding data reports for internal and external use and build dashboards and generate reports that will help us to monitor and identify trends among our client group (i.e., our service users).
- Interpret data from web-based questionnaire tools such as SurveyMonkey and TypeForm.
- Field and facilitate external requests from other charities and academics for Working Chance clients to take part in research and consultations.

Support the development of a learning and impact-driven culture

- Develop effective ways of demonstrating our impact, including through innovative ways of displaying data.
- Help to drive a learning and continuous improvement culture across the charity.
- Build relationships and collaborate with other impact and evaluation researchers in criminal justice and employability charities.
- Work with colleagues to ensure that Working Chance systematically consults with and listens to the women we exist to support in order to improve our services to them.

- Support and facilitate the participation of service users and other women with convictions within Working Chance and help ensure that their advice and input about our services is acted upon.

This is not an exhaustive list of tasks and you may be asked to undertake any other reasonable duties in connection with the post and the charity's needs.

PERSON SPECIFICATION

Essential experience

- Significant previous experience in monitoring and evaluation in the charity sector.
- Significant previous experience working with a CRM or case management database.
- Experience in a work role of organising and analysing quantitative and qualitative datasets.
- Highly proficient use of Microsoft Excel, including pivot tables, graphs and advanced formulae.
- Excellent analytical ability and attention to detail.

Essential skills and aptitudes

- Knowledge of monitoring, evaluation and learning (MEL) methodologies.
- Strong data analysis skills including graphical presentation of patterns and trends.
- Ability to pull out insights from data and to make recommendations that will a) improve the way we collect and use data, and b) that will improve our impact as a charity.
- Empathy with the women we work with and the ability to build rapport with them in the context of gathering insights from them into our impact.
- Strong belief in the role of the charity sector and in the importance of measuring and demonstrating charitable impact on beneficiaries.
- Ability to work independently and to initiate, plan and prioritise workloads and meet deadlines.

Desirable

- Experience of helping a charity evaluate its performance using KPIs.
- Experience of evaluation using one of the Outcomes Stars (a family of evidence-based tools for measuring and supporting change when working with people).
- Knowledge of the Theory of Change approach.
- Experience of using and applying statistical techniques eg. correlations, statistical significance, regression analysis.
- Knowledge and/or lived experience of the criminal justice system.
- Interest in gender politics (particularly in the context of the criminal justice system and employment).

TERMS AND BENEFITS:

- Salary: £30,000
- Hours: full-time (a standard working week at Working Chance is 35 hours)
- The post is permanent, subject to a six-month probationary period.

- Our office is one minute from Angel tube station.
- We have a pensions scheme and generous annual leave (25 days' holiday + three bonus days over Christmas and New Year + plus public holidays).
- We strive to be an equal opportunities employer and take equality and diversity seriously.
- All staff have confidential access to an Employee Assistance Programme.
- We invest in the training and development of our staff and have a continuous learning culture.