



JOB DESCRIPTION

Job Title:	➤ Evaluation Manager, Campaign to End Loneliness
Salary Band:	➤ £40K
Reporting to:	➤ Executive Director
Direct Reports:	➤
Location:	➤ London

About us

The Campaign to End Loneliness believe that people of all ages need connections that matter. There are nine million lonely people in the UK and four million of them are older people. Many older people find constant loneliness hardest to overcome. They lack the friendship and support we all need.

The Campaign have been experts in the field of loneliness and connection since 2011. We share research, evidence and knowledge with thousands of other organisations to drive positive change in older people's lives.

The Campaign to End Loneliness is hosted by Independent Age, who is responsible for the Campaign's governance and management and employs its staff. We are also supported by National Lottery funding through the Big Lottery Fund, and also funded by the Calouste Gulbenkian Foundation, The Tudor Trust and donations from the general public.

The Campaign is now in an exciting second phase of its development having been awarded a major Big Lottery Fund award (£2.65m) for the period 2017-2020. This will see us drive innovation and share evidence; catalyse new action from a range of people and organisations and inspire people to Be More Us, as part of our public campaigning.

Job Purpose

The Evaluation Manager will manage the contract of the Campaign's Evaluation Partner, manage the internal evaluation processes, lead the teams via the Campaign's SMT to ensure that all staff contribute monitoring to and interrogate the evaluation in order to seek improvements. and this post is crucial to ensuring the team learns from its successes and areas for improvement and continually improves. It is also important for our success in relation to delivering on the outcomes and learning required by our major funder, the Big Lottery Fund.

Main Duties

- To manage the day to day and contractual relationship with the Campaign's evaluation partner ensuring that the programme of evaluation work over the 2017-2020 period is delivered on time and on budget.
- To manage systems of monitoring, in conjunction with the Evaluation Partner, and SMT, that will allow all team members to identify their highest priority outcomes and activities and the most effective ways of evaluating them.
- To work with SMT to integrate evaluation and learning into business planning and ensure reflection is a key part of programme monitoring.
- To work with SMT to deliver a learning strategy to ensure that insights from the evaluation are used to improve how the campaign functions as well as sharing this learning with external stakeholders.
- To manage the evaluation contribution and cross-referencing internally with all Campaign staff to ensure that data collection for the Campaign's evaluation activity is undertaken in a timely and efficient way.
- To lead internal analysis and discussions on learning from monitoring and evaluation, and how the organization can learn from and improve based on the evaluation.
- To produce data and feedback from the evaluation to inspire, motivate and enhance the external campaigning work of staff.
- Often to make unpopular recommendations about organizational change and driving them through to completion by influencing and persuading other contacts, including senior members of staff, management group members and major funders.
- To present high level, strategic and thought-provoking data and recommendations based on the evaluation to Management Group and external stakeholders including funders.

- To provide engaging and conclusive written reports to staff, Management Group and external stakeholder, including funders.
- To maintain data relevant to evaluation in the most appropriate way, in line with data protection guidelines.
- To provide training, support, advice and up to date information on evaluation techniques to the Campaign staff.
- With SMT of the Campaign, to undertake periodical reviews of the performance of the evaluation partner to ensure the Campaign is receiving the best evaluation service.
- With the Executive Director, and both Directors and their teams and the evaluation partner, to identify major areas for change and improvement using data and analysis from the monitoring.
- Working with the senior management team, the evaluation partner and to make any necessary revisions or modification to the evaluation methodology being used to measure the impact of the Campaign over the four year funding period.
- To present externally from time to time, providing meaningful information to assist with dissemination and wider learning to others in the charity and other sectors.
- To assist with fundraising applications through identification and provision of accurate, compelling and vibrant data, case studies and reports.

Additional Duties

All employees are expected to work in a flexible way when the occasion arises so that tasks, which are not specifically covered in their job description are undertaken. These additional duties will normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent part of the employee's job, it will be included in the job description in consultation with the employee. ***Job descriptions cannot be exhaustive and so the post-holder may be required to undertake other duties which are broadly in line with the above key responsibilities.***

Independent Age is committed to equality of opportunity and of eliminating discrimination. All employees are expected to adhere to the principles set out in its Equal Opportunities Policy and all other relevant guidance/practice frameworks.

PERSON SPECIFICATION

Criteria	Requirements	Essential (E) Desirable (D)	Evidence Source: Application (AF) Interview (I)
Education & Qualifications	<ul style="list-style-type: none"> ✓ Under-graduate degree in Social Sciences, Information Management or equivalent professional experience. ✓ Training in social science research methods, relevant to monitoring and evaluation, both quantitative and qualitative. 	E E	AF AF

Evaluation

- ✓ Demonstrable understanding and experience of monitoring and evaluation principles and practice.
- ✓ At least 3 years' working in a monitoring and evaluating role for an outcomes focused organisation involving the design and implementation and analysis of monitoring, evaluation or research.
- ✓ Experience of managing cross-team evaluations,
- ✓ Significant success in setting up complex systems to capture monitoring and seeing this through to a successful evaluation and impact of that evaluation (e.g. further funding).
- ✓ Experience of writing and presenting concise, strategic evaluation reports for management groups, funders and internal staff audiences.
- ✓ Experience of analysing complex evaluation data and drawing strong conclusions.
- ✓ Experience of managing external evaluation consultants on significant evaluation contracts.
- ✓ Experience of training and supporting a staff team to deliver a complex evaluation, ideally one that focusses on learning and changing as it develops.

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All: both application and possibly interview

Management experience

Contract management experience with an evaluation or learning partner.

- ✓ Experience of leading complex projects and managing their time, quality and budgets over a multi-year time frame
- ✓ Experience of developing and managing a network of contacts internally and externally, supporting multiple teams in their own external relationship building
- ✓ Significant experience in successfully making often unpopular recommendations about organizational change and driving them through to completion by influencing and persuading other contacts, including senior members of staff, management group members and major funders.
- ✓ Staff, contracts and volunteer management
- ✓ Experience of public sector and charity partnership work including understanding the processes and activities of charities, businesses and local authorities

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Communications:

- ✓ Experience of delivering a learning strategy within an organization and its stakeholders

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	<ul style="list-style-type: none"> ✓ Experience of writing engaging evaluation systems and materials, and communicating complex and sensitive issues to a wide range of internal and external audiences so that evaluations are effective, engaging and successful ✓ Excellent face to face presentation skills and ability to explain in person complex information in a compelling and persuasive way, taking into account the requirements of the differing audiences. <p>Wider sector knowledge</p> <ul style="list-style-type: none"> ✓ Knowledge of the voluntary, not for profit and ideally social care sector ✓ In depth understanding of older age sector ✓ Ability and willingness to travel around the UK, occasionally abroad and work flexibly regarding location and time of day/ weekends 	<p>E</p> <p>E</p> <p>D</p> <p>E</p>	
Skills & Abilities	<ul style="list-style-type: none"> ✓ Excellent evaluation skills, including quantitative and qualitative research methods along with data analysis skills and familiarity with data analysis software. ✓ Confident personal style, able to communicate with a range of audiences, including internal staff, senior members of staff, evaluation partner, management group, funders and front line organisations. ✓ Ability to problem-solve, think of creative solutions and choose a range of options to solve problems in project management and relationship building scenarios ✓ Excellent presentation, interpersonal and communication skills. ✓ A methodical, thorough approach with attention to detail. ✓ Ability to work with a high level of complexity. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>All: both application and possibly interview</p>

Terms and conditions of employment

This post works at the Campaign to End Loneliness in Holborn, London. The employer for the staff of the Campaign is Independent Age. The following are their terms of employment.

Tenure: Fixed term – 1 June 2017 to 31 December 2020

Hours of work: Part time (21 hours per week)

Probationary period: 6 months

Employer: Campaign to End Loneliness is managed by Independent Age and the Campaign team adheres to all Independent Age organisation policies

Holidays: 28 days per annum, pro rata for part-time staff. This includes three days to be taken over Christmas when the office is closed for a week

Bank holidays: Eight bank holidays per annum, pro rata for part-time staff

Pension: Independent Age operates a pension scheme which employees are eligible to join.

Life assurance: Members of the pension scheme are eligible to receive five times their annual salary for death in service

Season ticket loans: An interest-free season ticket loan is available to all staff on completion of their probation period



LOTTERY FUNDED