

JOB DESCRIPTION

Job Title	Impact and Evaluation Specialist
Department	Impact and Evaluation
Reporting to	Chief Operating Officer
Line Manages	n/a
DBS check requirements:	Basic
Location:	Avonmore Road, London W14 8RR (Hybrid Working)

JOB PURPOSE

To ensure proportionate frameworks and measures are developed and integrated to enable effective evaluation of impact across the Charity. To lead on promoting and embedding learning within Independent Age including creating a culture of recording and reviewing learnings to shape our work going forward. To advise on best practice to ensure effective use of the Customer Relationship Management (CRM) system along with other reporting tools to enable effective recording, and reporting of activities and impact across the organisation.

KEY RESPONSIBILITIES

Evaluation, Impact and Learning

- Develop and embed an outcomes and impact measurement framework which is regularly reviewed and reported on to cover activity across the charity.
- Provide expertise and advice on departmental reporting dashboards and have responsibility for the development of organisational dashboard KPI's.
- Develop and implement impact measurement tools and processes across the charity.
- Ensure a culture of monitoring, evaluation, and impact measurement is embedded across the charity.
- Lead on establishing practices and processes for translating learning, based on data and evidence, insights, into change, and on embedding a culture of learning across the charity.
- Become the authoritative voice by developing and managing charity-wide impact reporting, including advising / supporting with external impact and evaluation tendering and engagement.
- Work closely with the CRM team and other stakeholders to ensure effective use of the CRM system so the necessary data and statistical analysis is produced in order to make evidence based decisions.
- Create papers, reports, dashboards and presentations for SLT, Board, funders, the Annual Report and Accounts and other audiences.
- Evaluate future resourcing requirements for Impact and Evaluation.

Management

- Undertake a broader leadership role and engage in cross functional projects to ensure the charity fulfils its strategy.

- Champion Equity, Diversity and Inclusion in all that we do.
- Demonstrate empowering and inspirational leadership and effective performance management of line reports, with agreed objectives and development plans in place, to enable them to excel.
- Effectively manage budgetary or financial responsibility and support the embedding of a culture of financial awareness and scrutiny.
- Maintain compliance and adherence with all processes to ensure good governance.

General Responsibilities

- Model and embed Independent Age's values and behaviours.
- Share in our commitment to promoting welfare and safeguarding adults at risk of harm and any children or young people connected with them that we may come into contact with through our work.
- Ensure that information is obtained, used and stored in accordance with our Data Protection and Confidentiality policy.
- Undertake any other duties commensurate with the level of the role.

How We Work

At Independent Age, we live by our values and EDI principles.

Our Values are that we are:

Purpose-driven - the experience, needs and views of older people are central to everything we do

Compassionate - we listen, care and take action

Expert - our work is evidence-based and solution-focused

Collaborative - we work in partnership to maximise our impact

Accountable - we work with integrity and transparency

Inclusive - we value diversity and always treat everyone fairly with dignity and respect

To put our EDI Principles into practice, we will:

- proactively challenge ageism and other forms of discrimination throughout our work
- celebrate and champion diversity within and outside our charity and create a culture where everyone knows that they belong
- develop our leaders so they can act as role models and champions and our staff so they can embrace these principles and apply them in their work
- deliver equity of opportunity for our staff, volunteers and the people who use our services whether they have a protected characteristic or not
- ensure our strategy, policies and actions are integral to our annual planning processes to ensure that we deliver our goals and that our values are central to their delivery
- commit to setting target indicators for diversity and regularly review progress
- collect data to enable us to track our progress
- be publicly accountable and transparent about our progress
- use our influence to proactively champion the principles of EDI internally and with external partners
- continuously improve, adopt best practice and learn from and share with others

PERSON SPECIFICATION

Knowledge and experience

- Demonstrable understanding and experience of monitoring and evaluation principles, techniques and practice within the charity sector.
- Experience of overseeing and managing impact and evaluation in an organisation.
- Experience of developing and implementing impact measurement tools and processes, including supporting and advising colleagues.
- Demonstrable experience of working with internal stakeholders to use data and insights for learning and improvement.
- Experience using data and research to inform service delivery.
- Demonstrable use of Salesforce to develop reports, extract data and measure impact – ensuring accuracy of data.
- A working knowledge of GDPR and all aspects of data compliance and governance.

Skills and attributes

- Excellent interpersonal skills with the ability to build relationships with a range of internal and external stakeholders.
- Excellent verbal and written communication and presentation skills.
- Excellent time management and working to reporting deadlines.
- The ability to influence senior colleagues and present confidently at Senior Leadership, Committee and Board meetings.
- A demonstrable passion for, and affinity with, our cause.
- Strong commitment to our values and our values-led behaviours.