



Community
Southwark

EVALUATION & IMPACT SUPPORT OFFICER

JOB DESCRIPTION

SALARY	£29,500 per annum
CONTRACT	12-month contract (initially), 35 hours per week
RESPONSIBLE TO	Director of Partnerships and Development

PURPOSE OF JOB

This post has been supporting voluntary and community organisations in Southwark to better demonstrate the difference they make. The post-holder will support organisations to become more outcomes-focused in their planning and delivery, and better able to assess their outcomes and impact.

The core objectives of the post are:

- To deliver **training** on outcomes-focused planning, self-evaluation and outcomes/impact assessment
- To provide **one-to-one support** to voluntary and community organisations by working with staff and trustees to help them improve impact and outcome measurement
- To develop **resources and materials** that support voluntary and community organisations to learn about and improve their practice in outcomes and impact assessment
- To **share good practice and raise awareness of the benefits** of developing outcomes-focused approaches, e.g. developing case studies, contributing to online forums, articles, reports etc...

WHAT WE WOULD LIKE YOU TO DO

To deliver high quality training to VCOs on outcomes-focused planning, self-evaluation and outcomes/impact assessment.

- Develop and deliver training to increase the knowledge and confidence of voluntary and community organisations to effectively implement an outcomes assessment approach
- Develop materials to appropriately promote and market the training to voluntary and community organisations
- To support/implement Community Southwark's monitoring and evaluation and quality assurance processes to ensure that the training offered is of a high quality, relevant to participants' needs, and has an impact

To manage and deliver a one-to-one support programme; working closely with voluntary and community organisations to enable them to develop and implement robust outcomes assessment frameworks and processes

- Promote the service and 1:1 sessions to voluntary and community organisations and social enterprises and manage appointments and follow-ups
- Undertake an assessment with each organisation to identify what support they require in relation to evaluation and impact measurement, and jointly devise an action plan with the organisation's staff and trustees
- Provide on-going support to staff and trustees enabling them to implement the action plan and help them to embed an outcomes approach throughout the organisation
- Maintain full and accurate records of all interventions to enable appropriate follow-up and reviews
- Undertake an assessment/review with each organisation to evaluate the outcome of the 1:1 support provided after the action plan has been completed to ascertain the impact that the support from Community Southwark achieved
- Deliver bespoke consultancy for organisations needing in depth support (eg undertaking a service evaluation)

To develop a range of up-to-date, relevant and accessible resources and materials that support organisations to learn about and improve their practice in outcomes and impact assessment

- Research and collate up-to-date information on evaluation and impact measurement relevant to voluntary and community organisations to enable appropriate signposting for organisations
- Produce high quality training hand-outs, fact-sheets, toolkits, information materials and guidance notes covering monitoring and evaluation processes as required by the project
- Update relevant sections of Community Southwark's website, ensuring that the information available on outcomes-assessment, evaluation and impact meets the needs of voluntary and community organisations

To take part in activities that share good practice and raise awareness of the benefits of developing outcomes-focused approaches

- Write informative articles and engaging think-pieces for the Community Southwark e-bulletins and website

- Develop case studies of voluntary and community organisations supported through the project to demonstrate the benefits of implementing a robust outcomes approach
- Produce reports on the value and impact of the project for the funder and for inclusion within other Community Southwark publications and reports

To monitor and be accountable for the quality and impact of the project, including through following required reporting procedures for Community Southwark and for the project's funder

- Account and report to the Director of Development & Partnerships through monthly supervisions and the preparation of regular written reports
- Monitor the work, including the people worked with, 1:1 support delivered and progress of organisations supported and keep information on project performance up-to-date at all times
- Compile assessment reports to the funder – The City Bridge Trust

To lead on the Community Training Programme from organising dates through to collating and analysing feedback

- To liaise with Community Southwark staff to compile the yearly training programme and ensure dates are added to Eventbrite and the website.
- To ensure a standard monitoring form is created and used and to evaluate the information including adding it to Salesforce
- To collate appropriate information to improve sessions, for reports and as required.

In common with all other staff

- To work within all of Community Southwark's policies and in particular the Health and Safety, Equal Opportunities and Confidentiality policies, and help to ensure that diversity and equality of opportunity is integral to the organisation's work
- Work to administration and communication protocols efficiently to ensure that organisational systems and procedures are implemented.
- To undertake other tasks from time to time and as appropriate, that may be required by management in line with the goals of the organisation
- To support Community Southwark's mission, vision, values and strategic objectives;
- To support and undertake consultancy work.

PERSON SPECIFICATION

Knowledge, Skills and Experience Needed

1. Educated to degree level or vocational equivalent
2. Knowledge and understanding of the current operating environment for voluntary and community organisations
3. Knowledge and understanding of developing outcomes assessment frameworks and supporting voluntary and community organisations to implement them
4. Knowledge and understanding of a range of organisational development tools and techniques
5. Knowledge of the range of support and tools available to voluntary and community organisations relating to evaluation and impact measurement
6. A good understanding of organisational management, including financial planning, project planning, monitoring and evaluation, and good governance
7. Experience of using evaluation/social research methods
8. Ability to effectively assess, action plan, monitor and evaluate work that you undertake with organisations
9. Excellent presentation and communication skills both written and oral

Personal qualities

10. Strong team player, capable of leading and decision making whilst also considering wider issues and impact on individuals
11. Ability to prioritise and manage own workload/caseload
12. High level listening, influencing and negotiating skill; positive, flexible and proactive attitude
13. Strong networking and influencing skills
14. Reliable and personable
15. A full commitment to equality of opportunity with practical ideas for its implementation within the scope of the post

Additional Information

Office Base: The post is based at Community Southwark, 1 Addington Square, Camberwell, London SE5 0HF.

Hours of work: 35 per week

Hours of Business

	Office Hours	Flexi-Time
Monday to Friday	9.00am to 5.00pm	8.00am to 6.30pm

A flexi-time scheme is in operation within Community Southwark. The successful applicant must be willing to work within the flexi-time hours. The person appointed may be required to work outside these hours.

Annual Leave: 30 days Annual Leave. The leave runs from 1st April to 31 March.

Pension Scheme: In addition to the salary, there is a company pension scheme to which the company contribution is 5% of your annual salary and employees currently contribute 3% of their salaries.

Cycle to work scheme: The scheme allows employees to get bikes and accessories tax-free. This is done through a salary sacrifice agreement signed for up to £1,000 to be paid in monthly instalments.

Volunteering Days: Employees are entitled to up to two days paid leave for undertaking voluntary activities.

Successful applicants will need to prove their entitlement to work in the UK and may be subject to DBS checks.