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Role profile

Job Title:	Impact & Evaluation Officer		Grade:	11
Department:	Strategy & Change		Post no.:	65572
Directorate:	Strategy & Change		Location:	Perceval House, Ealing

Role reports to:	Corporate Performance & Intelligence Manager
Direct reports:	0
Indirect reports:	Multiple cross council project teams and networks

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

At Ealing, our vision is to massively increase social connection in the borough, giving everyone as much choice and power in their lives as possible – so that people can live happier and healthier lives and get what they need from each other. We want to reimagine the role that local government plays in community life and create a movement of change that inspires people to think and behave in new and different ways.

Putting communities in the lead is a key aspect of our vision which means involving more people in the decisions and initiatives that affect them and their communities and creating the infrastructure that enables people to do so.

We know we need to constantly think differently about how we use evidence to make decisions with local communities. The purpose of this role is to lead on the measurement and evaluation work across the organisation to analyse the impact and effectiveness of council services as well as a portfolio of transformation initiatives and activities, and ensuring that these activities feed into the evaluation framework for the overarching Council Plan.

This includes championing evaluation knowledge and expertise to help teams develop evaluation frameworks for their services and projects. This also means applying modern analytical tools and techniques to drive data-driven actionable insights. The aim of this role is to ultimately improve decision-making and future strategies across the organisation and the council as a whole.

Key accountabilities

- Work closely with a growing team of evaluation specialists across the Council, to devise better measurement, and evaluation of the impact of our services and strategies, helping to make better decisions and improve performance
- Develop effective impact and evaluation frameworks and mechanisms so that the council can track and evaluate the progress it makes towards achieving the objectives stated in the council plan
- Work across the council and other partners to complete service evaluation related to interventions
- Lead the development of effective systems and processes to monitor and report progress on the council's strategic objectives
- Report on organisational corporate set of key performance indicators, Council Plan outcomes, deliverables and targets
- Present the results of analysis and evaluation to senior leaders, cabinet members and the public
- Using a range of data tools and software products to triangulate data sources to develop visualisations and reports as needed to meet user needs, which help services to improve
- Act as a lead in helping the organisation create business and user value from data, using analytical techniques to derive insights and opportunities to improve.
- Use evaluation evidence to make recommendations for change across relevant council services
- Lead on training and knowledge building within the council in data analysis and evaluation
- Grow a culture geared towards impact and evaluation across the organisation
- Represent the council at pan-London and national data, performance and evaluation conferences
- Lead on working groups and community of practice around data, impact and evaluation within the council

Key performance indicators

- Demonstrable achievements in implementing and scaling up strategies for better use of evaluation across the council working closely with a growing team of research and evaluation specialists
- Compliance with corporate standards (measured by recorded exceptions)
- Successful delivery of projects to time, cost, and quality
- Effective impact and performance evaluation of the council's strategic work
- Products that meet stakeholder requirements
- 360 feedback from key leads and stakeholders
- Demonstration of council values and behaviours

Key relationships (internal and external)

- A network of research and evaluation practitioners across the council, including key professionals in Ealing's Health Determinants Research Collaboration (HDRC)
- Managers, Heads of Service and Leaders in the council
- Councillors and cabinet members
- External research providers/consultancies
- Local Government networks and employer bodies
- Community and Voluntary Sector, and Third Sector organisations

Authority level

Corporate

1. Promote a 'one organisation' approach.
2. Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of disadvantaged groups.

Operational

1. Change control of reporting and evaluation systems and processes
2. Project control of impact and evaluation projects

People

1. Work collaboratively with the council's services and external partners, to strengthen relationships and develop partnership working.

Finance

1. Provide accurate information on budget spend and take appropriate action to mitigate budget over/ under spend where necessary.

Person specification

Community and partnership working are essential for all roles.

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Candidates, please only address the criteria marked with **. Give clear examples of how you meet each criteria and number each criteria on your supporting statement.

Essential knowledge, skills and Experience

1. **Strong analytical and statistical skills**:** Proficiency in analysing data, identifying trends, and drawing meaningful insights and conclusions.

2. **Applied understanding of measurement and evaluation methodologies:** Knowledge of various quantitative and qualitative research methods used in measurement and evaluation frameworks.

3. **Ability to structure evaluation frameworks**.** An ability to collaboratively develop theories of change and/or logic models, and support evaluation matrixes.

4. **Expert in designing and building reporting systems**.** Advanced level in key reporting tools including Excel, PowerBI and PowerApps.

5. **Proficiency in data visualisation tools**:** Experience with tools for presenting data in an accessible format suitable for user needs.

6. **Experience with large and complex datasets**:** Ability to extract, combine, clean and manipulate data.

7. **Exceptional communication and presentation skills**:** Ability to present and convey complex information clearly and concisely to senior leadership, political stakeholders and other audiences.

8. **Strong writing and reporting skills**:** High standard in creating clear, concise, and impactful reports and presentations for different audiences, including public reports

9. **Strong interpersonal skills**:** Ability to build positive relationships with a range of both internal and external stakeholders

10. **Project management:** Excellent skills in managing multiple projects simultaneously and meeting strict deadlines.

11. **Ownership, adaptability and problem-solving:** Ability to work independently and respond to changing needs and challenges.

12. **Knowledge of relevant policy and practice areas:** Understanding of the role of the local government and the context within which it operates.

13. **Influence and persuading skills:** Ability to lead, influence and enthuse others at a local, regional and national level about data-driven insights, evaluation findings and learning.

14. **Driving improvement:** A demonstrable ability to use evaluation findings to identify areas for improvement, inform strategic planning, and support evidence-based decision-making.

15. **Capacity building:** An ability to train and support colleagues to understand and utilise evaluation data, and promote a culture of evidence-based practice within the organisation.

Essential qualification(s) and experience

1. Educated to degree level and/or holds a relevant professional qualification or has proven work experience at a similar level**

2. Track record of using data analytics solutions to deliver measurable improvements in service delivery and to meet business objectives**

3. Evidence of continuous professional development

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they will do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards