



Job Description

Job title:	Monitoring Impact Evaluation & Learning (MIEL) Lead
Responsible to:	Director of Fundraising and Communications
Salary	£43,000 (Grade 4)
Type of Contract	Permanent
Hours of work	5 days per week
Location	Hybrid (3 days per week in Croydon office)

This post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.

About Us

As a registered charity we are a specialist provider for victims of sexual violence across twelve South London Boroughs. Our services and programmes are available in person at our female only Croydon centre or through six additional satellite locations, as well as remote sessions across 12 South London Boroughs, for adults and children and young people.

Our programmes comprise of: Counselling. Group therapy. Play therapy. Self Esteem Workshops. Training and Consultancy for professionals on the impacts of sexual violence. Prevention and education workshops with young people. Advocacy support & information for survivors going through the Criminal Justice System. Outreach for survivors for who face additional marginalisation. or additional barriers to accessing support, and ISVA Services.

In 2021, we became a partner for the delivery of the Rape Crisis England & Wales 24/7 Rape and Sexual Abuse Support Line, alongside Lincolnshire Rape Crisis & Sexual Abuse Services and ARCH Teesside. We are a member of Rape Crisis England & Wales.

Our services are in response to the needs of survivors and the disproportionate nature of sexual violence committed by men against women and girls. We believe sexual violence to be both a cause and a consequence of gender inequality and are committed to a feminist, empowering model of working.

Job Purpose

This new role will lead on a range of MIEL related activities, from supporting strategic plans and development by putting in place appropriate systems to monitor progress, to ensuring the organisation is making best use of available data to draw out learning and to measure results.

Working closely with internal leads across a range of workstreams, the role will support in designing programme evaluations and outcome monitoring tools and processes. With



colleagues from relevant focus areas, the MIEL Manager will co-deliver learning at Rape Crisis South London.

The ideal candidate will thrive on delivering effective MIEL activities in a standalone role, as well as bringing the expertise and training or facilitation skills necessary to advise others and support peer learning on related topics. They will have a strongly collaborative approach and a genuine interest in sustainability systems and learning and improvement.

The role will review research in related disciplines and fields to guide and support our organisational strategy, target new opportunities for growth and ensure we continually develop sector leading support and services to clients.

The role will also work closely with fundraising colleagues to secure and monitor grant funding from a variety of sources. The role will also be fundamental in setting up a new CRM system to support the organisation.

Key Responsibilities

- Provide MIEL related input into strategic planning process and implementation for new 5-year strategy (with strategy development starting in mid-2025).
- Provide support to the Fundraising & Communications team to ensure data intelligence supports funding reports, future funding strategies.
- Act as programme officer for selected grants related to MIEL and the measurement of outcomes and results, supporting grant recipients with expertise and connections and helping to extract key learnings.
- Deliver clear data intelligence to support all external forms of communications and branding ranging from social media to annual reports.
- Provide support to project/programme leads in programme evaluation, development of indicators and log frames.
- Ensure learning and recommendations on MIEL are documented, disseminated and considered when designing new projects or programmes.
- Manage the delivery and continual improvement of selected MIEL activities and systems, including leading necessary data collection, management, analysis, visualization, and reporting.
- Support colleagues across different teams to design and conduct surveys and programme/project evaluations, and to develop performance and outcome monitoring indicators and systems.
- Work with peers and internal teams) to analyse and develop learning and insights to inform decision making and reporting including SLT and the board.
- Help create a culture and practice of learning with the HR team.

Experience, Knowledge and Attributes

Essential

- Range of experience in MIEL roles, ideally including experience in a not-for profit, professional or compliance-based membership organisation.
- Experience designing and setting up data management systems.
- Prior experience with donor funded projects and programmes, including MIEL frameworks and development and implementation of log frames.
- Demonstrated ability in a wide range of MIEL related activities including theory of change, survey design, MIEL and research methodologies, and the development of indicators and related data monitoring systems.
- Strong quantitative data collection, management and analysis skills, including the ability to present visual insights using tools such as Excel and Power BI.
- Ability to work independently, while building strong relationships with colleagues and other stakeholders.
- Collegial and able to thrive in a dynamic work environment while supporting senior colleagues and peers and building momentum and support for MIEL activities.
- Strong facilitation and presentation skills, including ability to present technical information to a non-technical audience.
- Understanding of what sustainability systems are and how they help deliver change on sustainability issues.
- Excellent written and spoken communication skills both internally and externally.
- Confidence in using the IT systems, familiarity with virtual meeting tools (e.g. MS Teams, Zoom, etc), use of databases (e.g. Salesforce), productivity and collaboration tools (e.g. Monday.com), proficiency in MS Office.

Desired

- Good working knowledge of emerging trends in MIEL and in sustainability reporting and disclosure.
- Understanding of Violence Against Women & Girls Sector.
- Qualified to degree level (significant relevant experience of the sector equivalent to a degree.)
- Understanding of services based on counselling and therapeutic approaches.
- Understanding of health and/or education programmes.

Benefits

- Annual leave entitlement is 27 days a year plus 8 bank holidays (pro rata)
- Each year we gift our staff paid time off between Christmas Eve and New Year (with staff returning first working day of January)
- NEST pension scheme; 3% employer contribution and 5% employee contribution

Commented [TL1]: Does this require splitting out to be 27 days plus period between 25th Dec - 1st Jan?

Commented [RG2R1]: Yes please, we gift the staff the days between xmas and new year but they seem to think they are entitled to them



- Benefits package including life assurance, healthcare plan, Employee Assistance Programme, and cycle to work scheme.
- There will be a 6-month probation period for this role

Monitoring and Evaluation of the Post

The performance of the post holder will be monitored through regular supervision by the Director of Programmes. The post itself will be reviewed at three months.

Variation Clause

Rape Crisis South London reserves the right, following full and reasonable consultations with the member of staff concerned and with her trade union or other representatives, to vary, add to or alter any of the terms and conditions of employment attached to this post.

This job description will be reviewed annually and may need to be revised according to the priorities of current workload with the agreement of the Board.