



## Job Description

### **Position Title: Impact and Evaluation Manager**

**Reporting to:** Chief Executive

**Salary:** £36,655 per annum

**Location:** London, SW17 9SH

**Term:** Permanent

**Contract:** Full-time but open to P/T candidates

**Closing Date:**

### **Position Overview:**

The Impact Evaluation Manager plays a critical role in driving Business Launchpad (BLP) and Tooting Works' (TW) impact and financial goals by evaluating our efforts, securing funding, and reporting to stakeholders.

The Impact Evaluation Manager will lead on our ambition to have BLP become self-sustaining by securing grants from trusts and foundations. You'll develop and implement robust monitoring, evaluation, and learning (MEL) frameworks, gather impactful data, and effectively communicate our successes to funders, partners, and the communities we serve.

The ideal candidate will be proactive, strategic, and deeply committed to fostering strong relationships with our young entrepreneurs, tenants, and partners, ensuring the outcomes and value of our work are clearly articulated and understood.

### **About Us:**

Tooting Works is a business centre and community hub in Tooting Broadway, offering office space, co-working, event space, and more. For over 30 years, we have been providing affordable office space and supporting local businesses and organisations to grow. Visit [www.tootingworks.co.uk](http://www.tootingworks.co.uk) for more information.

Business Launchpad, a registered charity operating on-site, provides support and training for young entrepreneurs aged 16-30 from across London. Visit [www.businesslaunchpad.org.uk](http://www.businesslaunchpad.org.uk) for more information.

## **Responsibilities**

### **Impact Strategy and Reporting**

- Ensure that all reporting is aligned with both funders' requirements and the organisation's broader impact goals, while preserving its independence and vision.
- Lead the design, review, and implementation of BLP's impact framework and monitoring, evaluation, and learning (MEL) strategy, ensuring alignment with organisational goals.



- Provide support to both Business Launchpad (BLP) and Tooting Works (TW) by designing and delivering training on Monitoring and Evaluation (M&E) methods, ensuring teams across both organisations are equipped to confidently produce and apply evidence-based work
- Develop and oversee the implementation of monitoring tools and processes that provide actionable insights to drive data-informed decisions.
- Refine and update data collection tools, train and support team members in their effective use, and continuously evaluate and improve the tools and processes to enhance data accuracy and impact measurement.
- Ensure all programs have a well-constructed Theory of Change, including baseline surveys, KPIs, and robust impact evaluations.
- Oversee data processing and analysis using quantitative and qualitative methods to ensure accurate insights for impact evaluation and reporting.
- Provide regular and timely impact reports for the Executive Leadership Team (ELT), Board, and other key stakeholders.
- Work closely with the Marketing team to ensure accurate and up-to-date impact data, success stories, and insights are used for advocacy, PR, and communications.
- Provide line management for the Senior Programmes Coordinator (and other staff and volunteers as needed), ensuring they have clear objectives, their work is well-structured, they have opportunities for development, performance is proactively managed, and their well-being is supported.

### **Stakeholder Engagement and Advocacy**

- Represent BLP in meetings with partners and external stakeholders, effectively communicating the outcomes and impact of our interventions.
- Stay informed of trends and opportunities in the youth enterprise and social impact sectors, ensuring BLP remains at the forefront of best practices.
- Support the fundraising process by supplying essential impact data and insights for proposals.

### **Capacity Building and Team Support**

- Build the capacity of internal teams by providing training, resources, and support in data collection, monitoring, and evaluation.
- Ensure that delivery teams are equipped with the necessary tools and frameworks for effective impact reporting and monitoring.
- Foster a data-driven culture within BLP, ensuring staff understand and contribute to high-quality data management practices.

### **Community Impact and Research**

- Conduct community research and needs assessments to better understand the challenges facing the youth and communities we serve.
- Provide advice and guidance to young entrepreneurs on how to measure and communicate the impact of their own businesses.





## Systems Ownership and Integration

- Contribute to Business Launchpad's impact-driven objectives by reinforcing the value of data in decision-making. Lead the use of our CRM (Salesforce) by introducing reporting dashboards and other tools to support data-informed decisions, knowledge management, network development, and upskilling team members.
- Support the procurement and management of contracts with external research, evaluation, and learning partners.
- Assist in the production of internal quarterly impact reports and Business Launchpad's public Annual Report by analysing progress toward the charity's strategic goals and proactively identifying any issues impacting performance.
- Lead the implementation of new data management systems and integration of existing systems to improve efficiency.
- Ensure best practices for data protection, ethical data management, and security are followed.

## Skills and Qualifications

- **Impact Evaluation and Data Management:** Proven experience in implementing outcome measurement evaluations, with strong analytical skills and meticulous attention to detail.
- **Stakeholder Engagement:** Strong interpersonal skills and experience working with internal and external stakeholders, including funders and partners.
- **Technical Proficiency:** Advanced skills in Excel and familiarity with data management systems, CRM software, and tools for data analysis and reporting.
- **Communication & Report Writing:** Excellent verbal and written communication skills, with the ability to produce clear and comprehensive reports for various audiences.
- **Leadership & Team Support:** Experience building capacity within teams and fostering a data-driven culture.
- **Project Management:** Strong organisational skills with the ability to manage multiple projects and meet deadlines effectively.
- A degree in a relevant field (e.g., Social Sciences, Statistics, Economics, Public Policy, Development Studies, or a related discipline).
- Proven experience in impact assessment, evaluation, or related roles, preferably within the non-profit, public, or social impact sectors.
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## Additional Considerations

- **Adaptability:** Ability to thrive in a fast-paced environment and respond to emerging needs and opportunities within the organisation.
- **Advocacy and Networking:** A passion for advocating on behalf of young people and communities, with an understanding of the challenges facing youth in enterprise and business.
- **Curiosity and Innovation:** A curious and innovative mindset, with a drive to continuously improve impact measurement practices and stay ahead of sector trends.

## About Rewards:



- 25 days' annual leave plus bank holidays
- Personal annual training budget
- Employee assistance programme including counselling.
- Regular team socials throughout the year
- Generous sick pay allowance following probation.
- General eye test
- Well-being day (1 day per year)
- Volunteer day (1 day per year)

The duties and responsibilities described are not a comprehensive list and therefore the scope of the job may change as necessitated by business demands.

### **Pre-employment Checks**

Any employment with Business Launchpad will be subject to the following checks prior to your start date:

- Satisfactory Disclosure and Barring Service (DBS) check
- Receipt of two satisfactory references
- Proof of eligibility to work in the UK.

Please email your CV to [jobs@businesslaunchpad.org.uk](mailto:jobs@businesslaunchpad.org.uk) with a cover letter stating why you are interested in this role.

**Please be aware that this advert will remain open until the vacancy has been filled. Interviews will take place throughout this period; therefore, we encourage you to apply early to avoid disappointment.**

### **Equal Opportunities Statement**

We are an equal opportunity employer. We do not discriminate based on race, colour, religion, sex, national origin, age, disability, or any other legally protected status in our employment decisions and policies. We are committed to creating a diverse and inclusive workplace where all employees are valued and have the opportunity to succeed. All qualified applicants will receive consideration for employment without regard to their individual background or circumstances.