

JOB DESCRIPTION

Job Title	Impact Manager
Department	Services
Reporting to	Head of Services Development
Line Manages	Information and Systems Officer Administrators (x2)
DBS/Disclosure check requirement	Basic
Location	Avonmore Road, London W14 8RR (with hybrid working) or Homebased (with some travel to London)

Our vision

Every older person can afford to live well.

Our mission

We stand with older people in financial hardship, offering urgent help today, and shaping a fairer, more secure tomorrow.

JOB PURPOSE

The Impact Manager plays a key role in delivering Independent Age's approach to impact, evaluation and learning, ensuring that organisational delivery areas are insight-led, evidence-based, and continuously improving.

The postholder is responsible for the operational development, implementation and ongoing delivery of impact and evaluation frameworks, supporting both the Services directorate and wider organisation to understand, evidence and improve impact for older people in financial hardship.

Working closely with colleagues, the role will translate strategic direction into practical frameworks, tools and insight, support effective recording and reporting, enabling teams across the organisation to use data, evidence and learning to improve delivery, influence change and demonstrate impact.

KEY RESPONSIBILITIES

Impact Measurement, Evaluation and Learning

- Develop, implement and maintain outcomes and impact measurement frameworks, ensuring they are practical, proportionate and aligned to organisational priorities.
- Translate strategic direction into tools, templates and processes that enable consistent monitoring and evaluation across delivery areas and cross-organisationally.
- Ensure frameworks are embedded operationally in Services, and support wider teams to apply them effectively in support of organisational goals.
- Provide analysis and insight to support decision-making by the Head of Services Development and wider leadership.
- Identify insights and trends from data and evaluation, supporting teams to translate learning into improvements, and to understand root causes.

- Support the embedding of a culture of learning, ensuring that insight and evidence are translated into practical changes and ways of working.

Data, Systems and Reporting

- Work with CRM and IT colleagues to optimise data capture, structure and reporting functionality.
- Develop and maintain dashboards and reports, ensuring accuracy, accessibility and relevance to users.
- Ensure high standards of data quality, governance and compliance, including alignment with GDPR requirements.
- Provide advice and practical support to colleagues on using data and reporting tools effectively, and of best practice in data methodology.

Operational Planning and Delivery

- Contribute to the development of the Services business plan and also grant-giving and Policy and Influencing plans, bringing expertise in impact and evaluation.
- Identify and implement solutions to improve processes, systems and reporting, supporting effective delivery.
- Monitor progress against plans, using data and insight to diagnose issues and recommend improvements.

Collaboration and Influence

- Build strong relationships across the organisation, acting as a trusted advisor on impact, evaluation and learning.
- Work collaboratively within Services and with policy, grants, fundraising and other teams to ensure impact evidence informs organisational priorities, influencing and funding propositions.
- Lead on compiling and writing the impact section of our annual report and liaise with colleagues on the overarching Annual Report and Accounts planning and production.
- Lead on the creation of an organisational Impact Report.
- Support and guide teams to use data effectively, increasing confidence and capability in monitoring and evaluation.
- Occasionally represent Independent Age externally, including at sector forums, conferences or partnerships.

Management and Organisational Contribution

- Contribute to cross-functional projects and initiatives, ensuring the organisation fulfils its strategy.
- Champion Equity, Diversity and Inclusion in all aspects of work.
- 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 with organisational policies and processes, ensuring strong 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 protecting people 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 equity, diversity and inclusion (EDI) principles.

Our **values** are:

- **Trusted** - a culture based on reliability and mutual respect
- **Empowering** - an inclusive approach that helps people thrive
- **Transformative** - a commitment to meaningful, intentional change towards shared goals

Our equity, diversity and inclusion (EDI) principles

We will:

- **Champion equity, diversity and inclusion**
Challenge inequality, celebrate diversity, promote equity of opportunity, promote diverse representation, foster belonging, be an ally/champion.
 - **Embed EDI in everything we do**
Integrate EDI into planning and delivery, use evidence to inform action, commit to continuous improvement.
 - **Lead with integrity and accountability**
Lead by example, be transparent and accountable.
 - **Use our voice and influence for positive change**
Influence externally, champion beneficiaries.
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PERSON SPECIFICATION

Essential

- Significant experience of monitoring, evaluation and impact measurement in a charity, public service or similar context.
- Proven ability to design, implement and embed impact or evaluation frameworks that inform decision-making and drive improvement.
- Strong numerical and analytical capability, with experience of using systems (e.g. CRM) and translating data into clear insights to support performance management and reporting.
- Good understanding of data governance, data quality and GDPR requirements.
- Ability to translate strategic priorities into practical tools, processes and deliverables, and to manage delivery effectively.
- Strong communication and influencing skills, with the ability to proactively engage and build relationships with a range of stakeholders, including senior leaders, as part of a collaborative approach.
- A demonstrable passion for, and affinity with, our cause.

Desirable

- Experience of developing dashboards, reporting tools or data visualisation for operational use.
- Experience of using impact evidence to support funding, policy or influencing activity.
- Knowledge of the older people, advice, or financial hardship sector.