

JOB DESCRIPTION



JOB TITLE:	Impact Manager
CONTRACT TYPE:	Permanent
FUNCTION/ TEAM:	Operations and Development
LOCATION:	London; Hybrid-style working & flexible working conditions
HOURS:	Full-time, inclusive of breaks
REPORTS TO:	Director of Operations
SALARY:	£36,650

EQUAL OPPORTUNITIES

As a small charity working to disrupt the global business of human trafficking, gathering intelligence, and delivering campaigns and projects around the world, we recognise that our team is strengthened by the knowledge, experience and insights that people from a wide range of backgrounds bring. As a minimum, we expect all applicants to show a demonstratable commitment to equality and diversity.

SUMMARY OF THE ROLE

STOP THE TRAFFIK prevents vulnerable communities from being recruited, trafficked, and exploited. Our targeted prevention efforts disrupt the criminal business of human trafficking, making it too high-risk and low profit to be viable.

This role sits within the operations team and is responsible for coordinating and strengthening STOP THE TRAFFIK's impact measurement systems and practices. The Impact Manager will work across the organisation to embed practical approaches to impact measurement, support grant and programme design, coordinate organisational reporting, and ensure high quality evidence is collected, analysed and communicate to demonstrate the difference our work makes.

This is a varied role for someone with strong facilitation and coordination skills who is curious about data, enjoys making complex information simple, is proactive in improving systems and is confident using technology to streamline processes and produce meaningful insights. Working closely with colleagues across the organisation, the Impact Manager will help ensure impact evidence informs learning, strengthens decision-making, supports funding proposals and reporting, and demonstrates STOP THE TRAFFIK's contribution to preventing human trafficking with external stakeholders.

SUMMARY OF RESPONSIBILITIES

1. Impact Measurement Implementation & Coordination

- Coordinate implementation of the organisational Impact Measurement Framework and associated tools.
- Support the design of impact measurement requirements to ensure they are embedded into new projects/programmes from the outset.
- Facilitate and support teams to develop practical monitoring plans, indicators and data collection approaches.
- Maintain and continuously improve organisational impact templates, guidance and standard operating procedures.
- Support ongoing refinement of indicators and measurement approaches based on implementation experience.
- Coordinate organisational impact data collection across teams and partners.
- Maintain the organisation's central indicator library, indicator definitions and reporting guidance to promote consistency across programmes and reporting.

2. Data Management, Analysis & Reporting

- Manage routine collection, validation and analysis of organisational impact data.
- Maintain organisational KPI datasets and reporting systems.
- Produce regular dashboards and performance reports for SLT, Board and funders, including presenting organisational and programme performance and progress through clear analysis and data visualisation.
- Identify opportunities to improve data quality, consistency and efficiency.
- Support the automation of routine reporting and data collection processes.
- Identify opportunities to use technology, automation and AI-enabled tools to streamline impact measurement and reporting processes.

3. Grant & Programme Support

- Support proposal development by preparing theories of change, logical frameworks, indicators and MEL plans aligned to donor requirements.
- Develop and maintain donor reporting frameworks, reporting schedules and monitoring plans, ensuring reporting requirements are met accurately and on time.
- Support programme teams to collect evidence and prepare donor reports.
- Coordinate project reviews and evaluation activities.
- Provide day-to-day technical advice on monitoring, evaluation and impact measurement.

4. Learning, Evidence & Impact Communication

- Gather, synthesise and communicate evidence demonstrating programme outcomes and organisational impact.
- Support the development of impact case studies and stories.
- Support quarterly learning reviews and reflection sessions.
- Work with Development and Communications colleagues to translate evidence into compelling impact narratives and stories of change.
- Maintain an organisational evidence library for impact reporting, fundraising and communications.

The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment. The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

PERSON SPECIFICATION

We are proactively seeking a candidate pool for this role that includes people with lived experience of trafficking or exploitation. There is no expectation that you will need to share your own experience, either during the interview process or once in post. We believe that lived experience offers a unique compass as we navigate the complexities of impact measurement.

Organisations working in this space can risk becoming lost in theory, frameworks and process. At the heart of what STT does is preventing human trafficking and exploitation from happening to thousands of people, and we believe someone who understands trafficking through their own lens will help us stay relentlessly focused on that outcome.

ESSENTIAL:

- Highly organised with the ability to manage multiple priorities, coordinate competing deadlines, and work effectively across different teams in a fast-paced environment.
- Strong written communication skills with the ability to translate evidence into clear, accessible reports and stories.
- Strong analytical skills with experience analysing quantitative and qualitative data, managing datasets and using Excel or equivalent data management tools.
- Experience using digital tools to improve efficiency and automate routine reporting or data management processes.

DESIRABLE:

We are happy to invest into the successful candidate with formal training on impact measurement skills so majority of the skills in essential are ones which we believe can be transferable.

- Experience developing Theories of Change or Results Frameworks.
- Experience supporting organisational learning processes.
- Experience supporting programme teams to develop monitoring/results frameworks and preparing reports for donors, leadership or Boards.
- Experience creating dashboards, reports and data visualisations.
- Knowledge of outcome harvesting or qualitative evaluation methods.
- Experience with Power BI or other dashboard/reporting software.
- Experience working with CRM or programme management systems.
- Experience or interest in using AI and technology-enabled approaches to improve impact measurement, reporting and organisational learning.

PERSONAL QUALITIES

- Strong demonstration of STOP THE TRAFFIK values.
- Curious and committed to continuous learning, with a willingness to embrace new ideas, technologies and ways of working.
- Highly resourceful, self-starter, open to innovation with strong attention to detail.
- Growth mindset, open to giving and receiving feedback.
- Able to work effectively both independently and collaboratively, with excellent communication and interpersonal skills.

We do not require any additional qualifications, rather, candidates must demonstrate previous experience in an environment with transferrable skills to this position. If you do not meet 100% of the above, please consider applying regardless. We are happy to upskill where possible or look at alternate roles in the company.

SAFEGUARDING VULNERABLE CHILDREN & ADULTS

STOP THE TRAFFIK Group is committed to safeguarding and promoting the welfare of vulnerable children and adults. We expect all staff to share this commitment and to undergo appropriate checks, which may include an enhanced DBS check.

SIGNED:

EMPLOYEE		LINE MANAGER	
PRINT NAME		PRINT NAME	
DATE		DATE	