# Research and Impact Manager

Location: Fully remote with flexible working arrangements. Attendance is required at a monthly in-person team day, usually in Bristol or Reading, for which expenses will be covered.

Salary: £40,000 per year FTE, dependent on experience

Contract: We are open to this role being either part-time (0.8 FTE) or full-time. We offer flexible working, with a willingness to discuss a range of working patterns. Tuesday is a core working day for the team, and we would ideally like the successful candidate to also work on Thursdays.

Closing date for applications: Sunday 29th November

*Please note, both a CV and a cover letter must be submitted for applications to be considered. Please see the How To Apply section for full details.

Screening calls/Interviews: Due to high numbers of applications, prior to interview we plan to carry out initial screening calls with prospective candidates before selection for interview. We will be asking about your reasons for applying and how you think your skills and experiences align with the role.

Screening calls: Week of 7th December
Interviews: Week of 14th December
Start Date: ASAP

## About: The Warm Welcome Campaign

Founded in 2022, the Warm Welcome Campaign wants everyone in the UK to find a place of belonging and reconnection at a Warm Welcome Space near their home. We have a bold ambition to enable a more deeply connected society where we all have free access to welcoming community spaces.

We resource, connect and champion a network of over 6,000 Warm Welcome Spaces and bring together a growing coalition of local, regional, and national partners representing the worlds of charity, faith, business, government, and philanthropy. By working together, we can unlock the power of community spaces made by and for everyone, creating a thriving network of hope and reconnection fueled by human warmth.

We're working hard to reach everyone with the message that a Warm Welcome is waiting for them just around the corner, all through the year.

Throughout all our work and within our team we live out our values of being inclusive, collaborative and courageous and our personality that is friendly, adventurous and uplifting.

It's an important moment for us – we are now in our second year of our five year strategy which shows a clear picture of the path we have set ourselves ahead to continue to deliver and deepen our impact. We now have approximately 3.5 million visitors to Warm Welcome

Spaces each year. In January we delivered a hugely successful second ever Warm Welcome Week in collaboration with a wide variety of partners.

## The Good Faith Partnership – The Warm Welcome Campaign's host Organisation

The Warm Welcome Campaign was incubated by and is hosted by the Good Faith Partnership. Founded in 2016, we create solutions to society's most difficult problems by bringing together leaders and organisations from different sectors. Our clients are diverse and complex, from the Foreign, Commonwealth and Development Office to faith-based organisations, businesses, charities and funders. We connect businesses, governments, charities, philanthropists, foundations and communities to make lasting change - from incubating projects like the Warm Welcome Campaign, helping support the Home Office's Homes for Ukraine Scheme or co-ordinating public affairs for the Patriarch of Jerusalem in the UK, US and EU.

We are collaborative, ambitious, and inclusive. At our core, we believe in the power of strong, unlikely relationships, to drive positive social change.

You can read all about the Good Faith Partnership here.

## The Opportunity

This is an exciting opportunity for a purposeful and proactive individual to work within a small (but growing), friendly and dynamic team in a varied role.

This hands-on role would suit an insightful, evidence driven researcher and monitoring and evaluation specialist and who is a strong partnership worker. We are looking for someone who is willing to step up when something is needed and determined to see things through.

You will need to enjoy working proactively and flexibly in a fast-paced environment, and have a logical, systematic approach, as well as excellent communication and IT skills. Our team works remotely, but there are also opportunities to co-work (depending on location). You'll be encouraged and supported to grow and develop your research and impact evaluation skills and expertise within this role.

## Responsibilities

Working closely with the Warm Welcome team your primary responsibility will be to lead on research and impact evaluation to ensure that our strategic approach is driven by evidence. You would take ownership of specific tasks as required, including;

Research:

- Developing a research strategy for the Warm Welcome Campaign to help to ensure we can meet our overall organisational strategy.
- Leading on the co-design of research projects to meet the needs of the Warm Welcome Campaign and our partners.
- Developing a research and insights hub for the Warm Welcome team where they can easily access the latest statistics on relevant topics such as poverty and loneliness.

- Supporting any individuals or organisations undertaking research on behalf of the Warm Welcome Campaign to ensure it is of a high quality and rigorous standard.
- Ensuring high ethical standards and safeguarding are maintained in any research project related to the Warm Welcome Campaign.
- Sharing the results of this research in reports and presentations where key evidence and learning is easy for others to understand
- Offering training and support to the Warm Welcome team related to research.

Impact Assessment:

- Supporting the continuous development of our Impact framework and developing our Theory of Change.
- Leading tracking data related to cold spots of warm welcome spaces and our progress towards the 100% pledge (people living within 30 minutes walk of a Warm Welcome Space).
- Leading the collection of high-quality data, via methods such as survey design, polling and qualitative interviews, with the wider Warm Welcome team and Spaces network to help us to monitor, evaluate, learn and develop our collective impact.
- Supporting the development and implementation of monitoring and evaluation arrangements for the organisation's programmes, events and activities.
- Ensuring we collect data with Warm Welcome Spaces at every stage of their journey in joining the network, i.e. when they register to join and at regular intervals once registered to ensure we understand their impact and their support needs.
- Improving the quality of the data collected and held on the Warm Welcome Spaces.
- Developing evaluation tools and systems to ensure the Warm Welcome team are easily able to capture evidence related to our impact framework.
- Offering training and support to the Warm Welcome team related to monitoring, evaluation, learning, development and impact assessment
- Leading on partnership work related to monitoring, evaluation, learning, development and impact assessment for the Warm Welcome team
- Being the go to person for key statistics and impact data within the Warm Welcome team to be used in our communications and reporting

Teamworking:

- Supporting the work of the wider Warm Welcome/Good Faith Partnership Team as capacity and need allows
- Other responsibilities commensurate with the post.

## Person specification

We are looking for candidates with the following skills and experience:

- Strong track record of carrying out a range of relevant research projects, especially those involving community groups
- Experience of collaborating with others on research and evaluation projects
- Experience of developing and continuously improving tools and data for monitoring, evaluation, learning, development and impact assessment
- Strong analytical skills with a proven track record in qualitative and quantitative methods
- Clear communication skills and experience of sharing research and impact assessment data in clear, concise and easy-to-understand formats for presentations and reports

- Experience in training and developing people's skills in research and impact assessment
- Experience of contributing to and developing an impact framework
- Accurate and evidence-driven with a passion for ensuring research and impact assessments are completed to a high quality
- Knowledge of ethical research practices, safeguarding and power dynamics in the research process
- Experience in using a CRM system
- Tenacious with a natural drive to push tasks through to completion and to the required standards of excellence
- Highly computer literate: proficient users of Word, Excel, PowerPoint and Google Workspace, as well as being comfortable and keen to learn new technologies and use new tools
- Able to relate well to a range of stakeholders from a variety of backgrounds
- Highly organised and details-focussed
- Confident to take the initiative and solve problems pro-actively
- Self-starter, able to manage themselves and their time, juggling a variety of tasks and priorities
- Willing to work flexibly, which may occasionally require working out of normal working hours
- Willing and able to work remotely, predominantly from home, but with the possibility to co-work with other members of the team (depending on location)
- Have the right to work in the UK

## Competencies and behaviours in our team

The core competence of everyone in our team is the ability to build trusted relationships among people with diverse perspectives and backgrounds. We are looking for people who are:

- Committed to the power of relationships to facilitate social change
- Collaborative, inclusive, ambitious, aligning with our core values
- Self-starters with high levels of commitment, energy and motivation
- Curious and show initiative, with problem-solving skills and an ability to learn quickly and adapt to a rapidly changing context
- Calm under pressure, and can adapt quickly in a fast-paced environment
- Willing to pitch in to help other team members if needed
- Organised with effective time management skills.

## Working Arrangements

- Current members of the team are based across the UK, with some in London, Reading, Bristol, Manchester, York and Northern Ireland. Applicants must be able to travel to Bristol or Reading once a month for a Tuesday full team meeting. Given the nature of this role we would also expect the applicant to carry out a reasonable amount of travel to both Warm Welcome Spaces and partners across the UK.
- This role is fully remote, with flexible working arrangements.
- All employees, volunteers, partners, suppliers and consultants working with GFP are expected to adhere to our Code of Conduct and safeguarding policies. GFP's commitment to safeguarding means we seek to ensure that no harm comes to

people as a result of contact with the organisation's programmes, operations or people.
- You will need to have the right to work in the UK.

## How to Apply

- To apply for the role, please use the CharityJob link to send us a cover letter (max 2 sides of A4) which specifically addresses the requirements listed in the person specification, along with a CV, as we will use this to shortlist applications. We will only accept applications via CharityJob, so please do not apply directly via our inbox. Applications will be anonymised prior to sifting stage.
- If you have any questions about the role, please email info@warmwelcome.uk and someone will get back to you as soon as possible.
- For more information, see www.goodfaith.org.uk/ www.warmwelcome.uk/

## Diversity and inclusion

We recognise the enormous benefits and the social imperative of bringing together diverse groups. We therefore warmly welcome applications from a broad range of backgrounds and experiences. We are committed to making our recruitment process as accessible as possible and are happy to provide reasonable adjustments for disabled candidates at any stage of the process. We also ask all applicants to complete our equal opportunities monitoring form alongside their application. This is optional but is an important part of helping us understand who is applying for our roles and ensuring our recruitment process is fair and inclusive.

We are happy to discuss and make any reasonable adjustments you might need at any stage of the application process, and to answer any specific questions relating to the role - please email us on info@warmwelcome.uk with 'Query for Warm Welcome Research and Impact Manager role' in the email subject line and we'll get back to you as soon as we can.