

Social Impact & Evaluation Officer

Helping us understand and evidence the difference we make for young carers and using what we learn to improve our work and influence change.

Reports to: Head of Operations

Salary: £31,200 – £33,000

Hours: 37.5 hours per week (FTE)

Contract: Permanent

Location: Broadstone, Dorset. Flexible / Hybrid working (with travel required for meetings and events)

Our Purpose

At MYTIME Young Carers, we're on a mission to level the playing field for young carers. These incredible young people take on significant responsibilities – often unsupported – and we believe they deserve the same opportunities, friendships, and support as every other child. Our work celebrates their resilience and ensures they are seen, heard, and supported.

MYTIME is a rapidly growing organisation with bold ambitions to create systemic change for young carers across the UK. We're a close-knit, values-driven team, and cultural fit matters deeply to us. As a positive and disruptive force challenging the status quo, we're looking for people who share our passion, professionalism, and drive to make a national impact.

Job Overview

This is a hands-on role at the heart of how we understand and improve our work. You'll spend time directly with young carers – in interviews, workshops, and group settings – helping us learn what difference our programmes make and using those insights to shape what we do next.

A big part of the job is building trust with children and young people, many of whom have experienced difficult circumstances. Making sure that taking part in evaluation feels safe, positive, and even enjoyable is just as important as the information you collect. You'll need to be confident working in trauma-informed ways and skilled at helping people feel comfortable enough to share openly.

The balance of this role sits firmly on the insight side. We're less interested in gathering large volumes of data and more interested in someone who can collect meaningful information and turn it into something genuinely useful – work that helps our teams make better decisions, strengthens our case for funding, and tells the real story of what young carers experience.

You'll also lead on the Equity for Young Carers Project – our work that looks beyond MYTIME to explore how young carers are treated across the systems they interact with, including education, health, and

social care. We want someone who is curious about where our charity fits in that bigger picture and who wants to help make the case for change.

Responsibilities

Working Directly with Young People

- Plan and run interviews, focus groups, and creative workshops with young carers to hear about their experiences in their own words
- Build trusting relationships so young people feel comfortable and confident enough to open up
- Work in trauma-informed ways, making sure every interaction feels safe and positive for the young person
- Design age-appropriate and engaging ways to gather feedback, thinking beyond standard questionnaires where possible

Turning Information into Insight

- Lead on the implementation, development and delivery of our programme evaluation plans
- Collect and work with datasets from our programmes, surveys, and CRM (Beacon)
- Spot patterns and trends that tell us what is working, what is not, and what we should do differently
- Produce clear, practical reports and presentations that help teams, trustees, and funders understand our impact
- Contribute to major outputs such as the Equity for Young Carers reports, translating findings into compelling evidence for change
- Lead on the development of our annual accounts and impact report

Developing How We Learn

- Help develop and improve our approaches to understanding and evidencing impact across all programmes
- Think creatively about how we measure what matters, not just what is easy to count
- Support teams to build evaluation into their day-to-day work
- Keep up with developments in the wider young carers landscape and bring ideas back to the team

Systems and the Bigger Picture

- Support the Equity for Young Carers Project, including research, analysis, and content for published outputs
- Help us understand where MYTIME fits within the broader systems that affect young carers, including education, health, and social care
- Contribute to advocacy and influencing work by producing evidence that makes the case for systemic change

General

- Contribute to the overall ethos and work of MYTIME
- Create a warm and positive impression of the charity when working with supporters, partners, and young carers
- Take part in training and development activities relevant to the role
- Undertake any other reasonable duties when requested by the CEO , Leadership Team or trustees

Qualifications and Experience

Essential

- Confident and comfortable working directly with children and young people, including those who have experienced adversity
- Able to build rapport quickly and create a safe, positive environment in one-to-one and group settings
- Experience of, or a strong interest in, understanding and evidencing the impact of services or programmes
- Comfortable working with data such as survey results, CRM exports, and programme records
- A clear, engaging communicator who can turn findings into practical, easy-to-understand outputs for different audiences
- Creative and curious, with the ability to think beyond standard approaches to understanding impact
- An understanding of, or genuine interest in, trauma-informed practice
- Good organisational skills and the ability to manage your own workload across multiple projects
- An interest in the wider systems that affect young carers, not just our programmes in isolation

Desirable

- Experience working in the charity or public sector, particularly with children, young people, or carers
- Familiarity with tools like Power BI, Microsoft Forms, or CRM systems
- Experience designing or facilitating participatory or creative evaluation activities
- Knowledge of the young carers landscape in the UK
- A relevant degree or equivalent experience in a related field (e.g. youth work, social research, education, social policy, public health, data analytics)

Benefits & Working at MYTIME

- Flexible, hybrid working
- Remote working set-up support and autonomy to manage workload
- Employee Assistance Programme (EAP)
- Employer pension contribution
- Travel expenses reimbursed in line with policy
- Quarterly team meet-ups and opportunities for collaboration
- Access to fully equipped Head Office facilities
- Casual dress with branded uniform provided for delivery

Safeguarding

- Promote and support the safeguarding of young people and vulnerable adults
- Undertake regular safeguarding training as required

MYTIME Young Carers is committed to safeguarding and promoting the welfare of children and young people. This post is subject to an Enhanced DBS check.

Equal Opportunities

MYTIME is an equal opportunities employer. We are committed to creating an inclusive and diverse working environment where everyone is treated with dignity and respect. We welcome applications from all sections of the community and do not discriminate on the basis of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation, in line with the Equality Act 2010.