

**CARERS
TRUST**



**Social Impact Manager
Recruitment Pack**

Social Impact Manager

Programmes, Policy and Impact

Contract: Full time, permanent
Hours: 35 hours per week, Monday- Friday, 9am-5pm
Salary: £36,000 - £42,000
Location: Anchored to either London/Cardiff/Glasgow Carers Trust office 1-2 days a week. Flexibility to work from other Carers Trust's offices around the UK when needed.

Why this role is pivotal to Carers Trust

This role will work closely with the Head of UK Social Impact, the Programmes, Policy and Impact Directorate, the wider organisation, and Network Partners to improve Carers Trust's monitoring, evaluation and learning (MEL) practice and our wider evidence and impact proposition. This role will oversee a range of evaluation projects including communicating our impact and insights in a timely way, through research and data analysis and visualisation.

Understanding the evidence for the effectiveness of our work is vital to Carers Trust mission and strategy. Impact evidence will be fundamental to shaping our programmes, informing our advocacy and shaping our internal culture.

In this role you will



Build our Social Impact/MEL knowledge, culture and skills: co-ordinate the collection and sharing of our impact and MEL data, sharing these with colleagues and promoting an evidence-led culture by creating and maintaining dashboards, liaising with delivery teams, delivering training and being a passionate advocate for all things Social Impact.

Impact Measurement Practice (internal): overseeing programme-level evaluation projects from the development of the Theory of Change through to final reports. You will develop evaluation methodologies, liaise with delivery partners to ensure good practice, work with external evaluation partners to manage their delivery and ensure all final reporting is based on good evidence.

Impact Measurement Practice (Network Partners): supporting and encouraging our Network Partners to develop their own MEL capabilities by developing toolkits, maintaining and improving our Impact Framework, delivering training, sharing best practice and working to overcome their practical challenges.

Network Intelligence: taking primary responsibility for the execution and ongoing development of the annual Network Data Exchange survey of Network Partners. This is our key tool for understanding the health of our Network with results influencing business planning, strategy and network development. You will manage the data collection, analysis and reporting.

Main responsibilities (not an exhaustive list)



Social Impact/MEL knowledge, culture and skills:

- Work closely with the Head of UK Social Impact, Programme Leads and the Nations Directorates to collect and collate the impact data for our programmes and activities, designing an effective data flow and overseeing data quality at all stages.
- Develop data visualisation tools and dashboards that will enable all levels of the organisation to understand progress against our goals.
- Support the Head of UK Social Impact to maintain and develop the Social Impact Plan to track our progress against our strategic goals.
- Train colleagues in data collection, the use of dashboards and in critical Monitoring, Evaluation and Learning (MEL) tools such as Theories of Change to ensure that the organization develops a culture of MEL as well as the skills necessary to deliver.
- Develop, maintain and refresh the Data and Evidence page and encourage widespread use of this resource across the organization.
- Promote a positive data culture across Carers Trust and its Network, where people want to use data to improve effectiveness and efficiency, know how and why data should be used to do so, and have the knowledge and understanding relevant to their role to make this happen.

Impact Measurement Practice

- Support colleagues with the development of programme-level Theories of Change and monitoring and evaluation frameworks that enables a clear articulation of outcomes and impact.
- Oversee specific evaluation projects for our programmes or partnership work, including liaising with external evaluators.
- Enhance Carers Trust portfolio-level impact measurement practice, by embedding the practice of using standardised outcomes across our programmes to provide insights of “what works” to achieve good outcomes for Carers.
- Research and promoting the inclusion of new tools and associated guidance in Carers Trust Impact Framework as required.
- Deliver appropriate impact measurement training across Carers Trust staff body to improve understanding of impact measurement
- Support the Head of UK Social Impact to deliver learning sessions for Network Partners across the UK, to support take up and implementation of Carers Trust’s Impact Framework
- Produce quarterly “What Works” reports synthesizing existing internal and external evidence on a range of topics such as specific intervention types or services for particular groups of carers

Network Intelligence

- Taking primary responsibility for the delivery and execution of the Network Data Exchange survey of Network Partners, including consulting with internal and external stakeholders, questionnaire development and finalisation, rollout to Network Partners, monitoring response and managing the Network Delivery Team’s pursuit of 100% completion, analysis and reporting.
- Support the Policy Director and Head of UK Social Impact to run and analyse the quarterly “Pulse” surveys of Network Partners
- Ongoing maintenance and roll out of the We Care Feedback Survey.

Our ideal candidate



- Passion for evidence-driven practice and high quality data.
- Experience of translating complex data into logical conclusions.
- Previous experience in analytical role at charity, public sector, or private sector.
- Experience of reporting on analysis to a diverse audience.
- Experience working with research and/or evaluation data.
- Experience of dashboard development (or other data visualisation tools).
- Good listening and communication skills (presenting at meetings, webinars, and events).
- Experienced user of Microsoft PowerBI, including basic DAX, ETL/data cleaning and API linking.
- Experienced user of Excel analysis functions.
- Knowledge of research and evaluation methodologies and best practice, including Theory of Change development.
- Understanding of current impact measurement tool and analysis techniques.
- Understanding of the external environment in which our Network Partner organisation operate, including the health and social care environment.
- Able to work collaboratively with a range of people from diverse backgrounds and with diverse abilities.
- Strong time management and organisational skills and the ability to prioritise and meet deadlines.
- The ability to use initiative and judgement to identify problems and propose solutions.
- Proficient in Microsoft Office Suite, in particular, Word, Excel, PowerPoint.
- Project Management experience.

How to apply

Please apply by uploading your CV and supporting statement via the Carers Trust website as instructed.

For an informal conversation about the role please contact Andrew Russell, Head of UK Social Impact, on arussell@carers.org

Application deadline: Sunday 11th August

Expected interview date: 20th and 21st August

We value a diverse and inclusive workplace and therefore strongly encourage applicants of all backgrounds to apply and join Carers Trust irrespective of age, disability, sex, gender identity, pregnancy, maternity, race (which includes colour, nationality and ethnic or national origins), sexual orientation, religion or belief, or because someone is married or in a civil partnership.

Carers Trust is committed to making our recruitment practices barrier-free and as inclusive as possible for everyone. This includes making adjustments or changes for people who have a disability or long-term health condition or caring responsibilities. If you need any reasonable adjustments for any part of the recruitment process for any reason please let us know, in confidence, to discuss these.

