

JOB TITLE:	Impact and Insights Coordinator
RESPONSIBLE TO:	NU Futures Manager
RESPONSIBLE FOR:	N/A

JOB SUMMARY:

The Impact and Insights Coordinator is a new and vital role for Newcastle United Foundation to help us to evaluate and report on the impact our community programmes have on individuals and groups in our community.

The purpose of the role is to develop and implement evaluation tools, processes and systems to monitor, evaluate and learn from our work. Focusing initially on our employability project which supports NEET young adults to move closer to or into the jobs market before broadening evaluation processes across the NU Futures programme of work.

You will support our team of managers and coordinators to monitor and evaluate their individual programmes to drive continuous improvements that are underpinned by data and insights taken from evaluations. As a result, we will be able to improve our programmes for our participants and better articulate the changes we make on their lives to a range of internal and external stakeholders.

The role requires high quality analysis of a wide range of data collected on programmes and a proven ability to produce reports for a range of audiences.

MAIN DUTIES:

Direct or Indirect responsibility

Duties/Responsibilities	D/I
<ul style="list-style-type: none"> Conduct, oversee and guide data collection efforts, including baseline, mid-intervention and post-intervention studies for NU:Futures programme 	D
<ul style="list-style-type: none"> Work alongside NUF's strategic lead for Impact to design and implement a new Impact Framework, which sets out how we monitor, evaluate and learn from our work 	D
<ul style="list-style-type: none"> Develop and coordinate the management of robust evaluation processes and frameworks for the collection and analysis of data, sharing of impact and achievements against KPI's on key programmes. 	D
<ul style="list-style-type: none"> Create data driven reports which demonstrate impact for the Senior Management Team, Board of Trustees, project staff and external stakeholders which include compelling human interest case studies. 	D
<ul style="list-style-type: none"> Produce a theory of change and participant journey for our Employability provision as well as for other programmes across the Foundation. 	D
<ul style="list-style-type: none"> Monitor and evaluate the participant journey on our programmes, giving an understanding of the stages a participant progresses through. 	D
<ul style="list-style-type: none"> Support project staff to understand and use frameworks and toolkits to ensure data is reliably collected. 	D
<ul style="list-style-type: none"> Regularly share insights and learning with the Senior Management Team. 	D

In addition to these functions, employees are required to carry out such other duties as may reasonably be required.

<ul style="list-style-type: none"> Identify and support teams to test ways in which young people can meaningfully participate in understanding our impact. Ensure compliance across NUF's projects with funder evaluation processes. Maintain up to date knowledge of trends in community sports development as well as local, regional and national policy and priority. Identify, assess and make recommendations for new approaches, tools and processes to understanding impact. 	I D D I
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PERSON SPECIFICATION

Essential or Desirable Requirement

Qualification/Education	E	D
<ul style="list-style-type: none"> Qualified to Degree level or substantial experience of measuring impact Qualification in subject related to statistics or social research Commitment to professional development, willing to undertake training necessary for the role 	E E	D D

Experience	E	D
<ul style="list-style-type: none"> Proven and demonstrable experience of monitoring, evaluation or research roles Practical experience in monitoring, evaluation and learning in a community/third sector/charity organisation and the techniques used in the sector Experience of developing research/evaluation frameworks and tool kits Experience of designing a range of tools to collect quantitative and qualitative data to evidence outcomes is diverse audiences Experience of producing compelling reports based on evidence from evaluations for a range of stakeholders including project funders Working with, and training, a range of colleagues to deliver monitoring and evaluation activities <ul style="list-style-type: none"> Understanding of community engagement/education intervention project processes Experience of employing logical frameworks or Theory of Change methods and participant/customer journeys 	E E E E	D D D D

Specialist Training	E	D
<ul style="list-style-type: none"> Analysing data using software packages eg, SPSS 		D

Aptitude or Skill	E	D
<ul style="list-style-type: none"> Excellent ICT skills, and advanced knowledge of MS Excel. Ability to present complex data and findings into user friendly language accessible to a range of audiences Ability to support others to measure outcomes and outputs to determine impact Excellent communication skills and ability to deliver presentations to audiences Ability to engage a range of participants of differing ages, abilities and backgrounds to collect quantitative and qualitative data including compelling case studies 	E E E E E	

In addition to these functions, employees are required to carry out such other duties as may reasonably be required.

<ul style="list-style-type: none"> • Understating of data management and GDPR regulations to ensure compliance of all evaluation activities 	E	
<ul style="list-style-type: none"> • Able to work independently and as part of a team 	E	
<ul style="list-style-type: none"> • Able to prioritise workload for different projects across multiple deadlines 	E	

Personal Characteristics	E	D
<ul style="list-style-type: none"> • Naturally curious 	E	
<ul style="list-style-type: none"> • Pay close attention to detail 	E	
<ul style="list-style-type: none"> • Resilient and adaptable to change 	E	
<ul style="list-style-type: none"> • Creative and passionate about continuous improvement 	E	
<ul style="list-style-type: none"> • Desire to maintain up to date qualifications and industry knowledge 	E	
<ul style="list-style-type: none"> • Self-motivated and focussed to work to own deadlines 	E	

Special Terms

Special Conditions
This post is subject to an Enhanced DBS check. Some evening and weekend will be required.
Working in different locations
Based at St James' Park but with travel to locations across Gateshead and Newcastle, North Tyneside and Northumberland.

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