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| Role Title | Evaluation officer |
| Job Family | |
| Competency Level | Principal Officer |
| Pay Range / Scale | PO2 |
| Purpose To deliver monitoring and evaluation for Waltham Forest Council's Borough of Culture 2019 programme. | |
| Generic Accountabilities | End Results/ Outcomes |
| Provide advice and make recommendations based on up to date knowledge and analysis / evaluation of information. Manage escalated or complex customer issues within the relevant area. | Expert advice, information, interpretation and support are provided on the full range of technical / professional issues within the area of responsibility. Issues are managed through to a satisfactory conclusion. Risk to the Council is minimised. |
| Contribute to the development of service plans to meet strategic business goals. | Strategic and operational input is provided to wider business planning and development. Customer needs are identified. Services meet legislative and policy requirements. |
| Research developments in relevant area. Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate. | Relevant information / data are managed efficiently and accurately. Accurate and relevant information / reports / documentation are produced. Trends and issues are identified and prioritised. Statutory and procedural obligations are fulfilled. Management decision making is supported. |
| Lead on the development, implementation, maintenance and management of systems, policies, procedures and / or standards within area of responsibility. | Changes to systems, policies and / or procedures are identified and recommended. All updates, amendments, developments are tested and approved prior to delivery. Customers receive prompt, accurate policy / procedural updates. Service standards are improved. |
| Work closely with others to support/Manage the | Identifies gaps in service provision/highlight policy issues and makes recommendations to resolve the issues. |

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| development and delivery of improvements in processes and procedures. | <p>Agreed improvements are developed, delivered and evaluated.</p> <p>Issues and recommendations are brought to the attention of senior managers.</p> <p>Benchmark against best practice authorities and center of excellence.</p> |
| Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility. | <p>Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales.</p> <p>Evidence based recommendations are made.</p> |
| <p>Manage a portfolio of Projects and Reviews.</p> <p>Lead on specific projects as required.</p> | <p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>Change initiatives are successfully integrated and implemented across all impacted service areas.</p> <p>Value for money is achieved.</p> <p>Ongoing savings secured.</p> |
| Co-operate with and support colleagues. | <p>Colleagues are supported.</p> <p>Required information is provided.</p> |
| Act in accordance with all policies and procedures which apply to the job and understand the reasons for this. | All policies and procedures are complied with. |
| Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager. | Work is carried out in a way that is safe and without risks to health. |

| Job Specific Accountabilities: | |
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| Collect, analyse and present robust data in a variety of formats. | The BoC evaluation framework is delivered effectively and robust monitoring and evaluation takes place |
| Manage the BoC Evaluation Framework delivery plan | The plan is updated and disseminated regularly, and deadlines are met |
| Contribute to the design and delivery of data collection methodologies with a range of programme beneficiaries, including audiences, artists/artistic companies, and a range of partners. | Sustained and effective evaluation is conducted throughout the BoC programme |
| Analyse and discuss qualitative and quantitative data to identify key learning and recommendations. Share these findings and recommendations with relevant members of the BoC Delivery team and wider Council. | The BoC programme is continuously evaluated and able to improve and develop in response |
| Work with the Council's Insight Manager to support The Audience Agency as the GLA's commissioned evaluator for LBoC; and any other third party research agencies involved in the evaluation. | Effective relationships are maintained with key partners. |
| Lead on reporting internally and to The Audience Agency; ensure reporting deadlines are met. | Reports are timely. Monitoring and evaluation requirements of the BoC team are met. |
| Work occasional evenings and weekends | Evaluation fieldwork is supervised or delivered at BoC events |

| Nature of Contacts |
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| <p>Typically involves Heads of Service, and Senior Managers across the authority, and external agencies and organisations providing advice regarding</p> <p>May involve direct contact with members of the public.</p> <p>Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.</p> |
| Procedural Context |
| <p>Reports to Borough of Culture Marketing Communications Manager</p> <p>Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-today problems without always referring to others.</p> <p>Decisions will be made based on Council procedures.</p> <p>Occasionally the post will be expected to work from other locations and on evenings and</p> |

weekends.

Key Facts and Figures

Resourcing

Budget Responsibilities: To manage evaluation budgets for individual projects and programme evaluation

Supervisory Responsibilities: None

Knowledge, Skills and Experience

- Experience of evaluating the impact of projects, programmes or services, preferably in the arts and culture sector
- Excellent and proven research skills, including qualitative and quantitative methodologies.
- Experience of collecting and reporting monitoring data, preferably as part of an externally funded programme
- Excellent analytical skills with an eye for detail, and the ability to develop insights and provide evidence-based findings.
- Ability to monitor and maintain systems for gathering and analysing complex data.
- Experience utilising primary and secondary research tools and techniques for the purposes of consultation, research and analysis, i.e. preparing and analysing questionnaires, undertaking qualitative research, and reviewing and analysing secondary data for quality and relevance.
- Experience of working with a range of partner organisations to fulfil the requirements of your role.
- Willingness to work evenings and weekends on events, as and when required.
- Strong numeracy skills.
- Ability to work independently and as part of a small team.
- Ability to work flexibly, including occasional evening and weekend working;.
- Ability to be highly organised, in order to manage and prioritise workload.
- Ability to remain calm under pressure.

Indicative Qualifications

Degree or equivalent or vocational qualification in relevant subject or area
Evidence of Continuous Professional Development

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.