

JOB SPECIFICATION

Post Title	Evidence & Impact Officer
Fixed Term	12 month post
Salary Range	£23,674 - £29,592
Hours of Work	35 hours per week
Area	National
Base Location	Flexible
Responsible to	Evidence & Impact Manager
Last Update	Sept 2023

Introduction

Who Cares? Scotland is Scotland's only national independent, representative organisation for Care Experienced people. We represent Care Experienced people through independent advocacy, membership and influencing work. Our vision is of a lifetime of equality, respect and love for Care Experienced people. We are a membership organisation that represents children, young people and adults who have experience of the care system in Scotland. We work in partnership with the Care Experienced population to achieve equality with and for them.

Purpose of the Post

The postholder will play an important role in our Evidence & Impact team, supporting the organisation to evaluate its activities, demonstrate the impact they make, and continually learn from our work. As a key part of the Evidence and Impact team, the postholder will help to ensure we have the strong evidence and funding base needed to positively grow the organisation and work towards achieving our vision for Care Experienced people.

Main Duties and Responsibilities

1. Support the Evidence & Impact team in collating and analysing our data to support our policy priorities.
2. Organise and lead consultative meetings, which gather evidence on Advocacy & Participation Worker's (APWs) experiences of the Children's Hearing System (CHS). This will include co-facilitating the Advocacy Community of Practice around CHS.
3. Provide support to the regional teams with liaison reporting.
4. Support the development of the WC?S database, including facilitating accessible training for staff.
5. Carry out routine data cleaning, to ensure that all data stored is valid and robust.
6. Support the Evidence & Impact team in responding to requests for data and evidence drawn from our bespoke database.
7. Support with writing evidence and impact reports for internal and external audiences.

8. Support work to ensure that impact data is shared internally and externally in accessible formats.
9. Input into our digital development programme, improving and expanding our digital skills, systems and processes across the organisation.
10. Be an ambassador for Who Cares? Scotland by upholding the staff code of conduct, adhering to policies and procedures and promoting values at all times.
11. Carry out any other duties commensurate with the post as agreed with line manager.

Communication

The postholder will have key contacts with:

- Care Experienced people
- Colleagues across Who Cares? Scotland including Volunteers

Teamwork is important to the smooth running of the organisation and all team members are required to play an active part. The post holder is expected to work in partnership and flexibly with colleagues, minimising the risks of silo working.

Working environment

The location of the postholder is flexible. Some evening and weekend work, including overnight stays at residential events is a requirement of the role.

Attitudes and values

Commitment to:

- Human and Children's rights
- Working inclusively with an understanding of equal opportunities practices
- Belief that young people can make transformative change happen in their lives if given the opportunity.
- Working in partnership with Care Experienced people, empowering them to make decisions about their own lives.
- Developing best practice through regular supervision and training opportunities.
- Inter-agency, inter-disciplinary working to improve outcomes for children and young people.

About you

We are seeking someone with a love for details and data. You will be proficient in Excel, and familiar with CRMs/databases. You tend toward number crunching but can also appreciate the qualitative side of the of the results. This post may suit a recent Psychology or Social Sciences Graduate who would value experience in the Third Sector.

Essential knowledge, skills and experience

Knowledge

Demonstrable knowledge of:

- Microsoft Office systems

- Databases and CRM tools
- Understanding of data analysis

Skills and Experience

- Quantitative analysis experience
- High level of proficiency in Excel, Word and PowerPoint
- Good time management skills and demonstrated ability to juggle competing priorities and multitask
- Strong attention to detail
- Excellent communication and interpersonal skills, both oral and written are required to achieve effective working relationships
- Ability to form positive relationships with children and young people
- Ability to work collaboratively as part of a team and on own initiative
- Ability to work flexibly
- Excellent administration skills and the ability to produce high quality work first time

Desirable skills and experience

- Some experience of facilitating focus groups / other primary qualitative research
- Experience with a similar organisation, or social science research

We particularly welcome applications from people with experience of the care system who meet the criteria for the post.