

JOB SPECIFICATION

Post Title	Evidence & Impact Officer
Fixed Term	24 month post
Salary Range	£24,147 - £30,184
Hours of Work	35 hours per week
Area	National
Base Location	Flexible
Responsible to	Evidence & Impact Manager
Last Update	April 2025

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. Assist the Evidence & Impact team in collecting, analysing, and interpreting data to support organisational and policy priorities.
2. Organise and lead consultative meetings to gather insights from Advocacy & Participation Workers (APWs) on their experiences with the children's hearings system (CHS), including co-facilitating the Advocacy Community of Practice related to CHS.
3. Support regional teams by preparing and coordinating liaison reports, using tools such as Excel and Canva to present information clearly and effectively.
4. Contribute to the organisation's digital development by supporting system improvements, assisting with database/CRM upgrades, and enhancing digital and data recording skills across teams through accessible staff training.

5. Help respond to internal and external data and evidence requests, using information from the database.
6. Perform regular data cleaning to ensure accuracy, consistency, and reliability of stored information.
7. Assist in drafting evidence and impact reports for various audiences.
8. Contribute to ensuring that impact data is presented and shared in clear, accessible formats both within and outside the organisation.
9. Act as an ambassador for Who Cares? Scotland by adhering to the staff code of conduct, following policies and procedures, and promoting organisational values at all times.
10. Undertake any other 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 postholder's location is flexible; however, attendance at the National Office in Glasgow is required at least once per week.

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 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 care experienced people of all ages.

About you

We are seeking someone with a love for details and data. You will be proficient in Excel and Canva, 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.

Knowledge

Demonstrable knowledge of:

- Microsoft Office systems (E)
- Databases and CRM tools (E)
- Understanding of data analysis (E)

Skills and Experience

- Quantitative analysis experience. (E)
- High level of proficiency in Excel, Word, PowerPoint and Canva. (E)
- Good time management skills and demonstrated ability to juggle competing priorities and multitask. (E)
- Strong attention to detail. (E)
- Excellent communication and interpersonal skills, both oral and written are required to achieve effective working relationships. (E)
- Ability to form positive relationships with Care Experienced people of all ages. (E)
- Ability to work collaboratively as part of a team and on own initiative. (E)
- Ability to work flexibly. (E)
- Excellent administration skills and the ability to produce high quality work first time. (E)
- Some experience of facilitating focus groups / other primary qualitative research. (D)
- Experience with a similar organisation, or social science research. (D)

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