



LEARNING & EVALUATION OFFICER

RECRUITMENT PACK

Dovenby Hall
Cockermouth
Cumbria, CA13 0PN



www.cumbriafoundation.org



INTRODUCTION

"Cumbria Community Foundation is the leading independent grant-maker in Cumbria providing much needed financial support to local community groups.

"The Learning and Evaluation Officer role has been created to ensure that the Foundation is able to understand the needs of our communities, evaluate the impact of our grant making and demonstrate the social value of our work.

"The Foundation has a strong track record in promoting philanthropy, responding to needs in the community and growing its donor and fund base.

"This is achieved by delivery of high-quality grant making services, effective promotion of philanthropy and long-term development work with individuals, families, business owners, charitable trusts and public bodies.

"Working as 'one team', which reflects the interdependence of all aspects of the Foundation's work, the knowledge within the team informs our work with existing and future donors."

Jenny Benson
Director of Programmes & Partnerships

ABOUT US

While Cumbria has many positive attributes, it also features great inequality, with many disadvantaged and isolated communities, extreme child poverty, youth unemployment and associated mental health issues. These needs are often unseen but are very real.

Cumbria Community Foundation is an independent charity that connects people who care with causes that matter. We exist to tackle poverty and disadvantage and to strengthen Cumbria's communities by inspiring philanthropic giving and by making lifechanging grants.

Our aim is to change people's lives for the better by helping local communities. We want Cumbria to be a great place to live for everyone - a place where people work together to address disadvantage.

We are one of Cumbria's foremost grant makers with an annual grant distribution of circa £2m and endowed assets in excess of £27m. Donors trust our expertise to direct funds to those grassroots organisations and initiatives that make a big difference to the lives of those in genuine need, reaching vital projects that might not otherwise survive.

Since 1999, we have awarded more than £56m in grant aid and currently manage more than 100 grant making funds. We have funded over 4,000 organisations and 8,000 individuals.

Our grant making priorities are:

- Improving the lives of disadvantaged children and young people
- Improving the life skills, education, employability and enterprise of disadvantaged people
- Supporting vulnerable older people
- Improving the health and wellbeing of people
- Strengthening and supporting fragile communities

Our fundholders, donors and supporters benefit from our in-depth knowledge of Cumbrian communities and organisations. We work with partners, funders and stakeholders to co-design programmatic approaches to address community needs and to secure additional funding.

We have an aspiration to develop our expertise and knowledge to address health inequalities in Cumbria and increase our grant making to deliver impactful, local solutions.



JOB DESCRIPTION



Job Title:	Learning & Evaluation Officer
Employer:	Cumbria Community Foundation (CCF)
Reporting to:	Senior Grants, Programmes & Communications Officer
Responsible for:	N/A
Hours:	Full time (37.5 hours/week) - hours are negotiable
Salary:	£25,000-£29,000 FTE (dependent upon experience)
Location:	Our office is based at Dovenby Hall (1st floor), Dovenby, Cockermouth, CA13 0PN. We operate both a flexible and home working policy, which includes an ability to work partially from home.
Contract:	This position is offered as a permanent contract.
Pension:	After the completion of a successful probationary period, we offer the opportunity to join a pension scheme which makes a matching contribution of up to 7.5% of salary.
Leave:	25 days per year plus bank holidays plus two additional days at Christmas and one at Easter.
Review:	This role has a four-month probationary period.

MAIN PURPOSE OF ROLE

A highly motivated and enthusiastic individual, you will focus on developing the Foundation's knowledge of Cumbria's social and community problems, understanding the impact of what we do, learning about the interventions that work - and those that don't - for the benefit of everyone.

You will be a highly motivated individual with a successful track record of research and use of monitoring and evaluation frameworks. With strong project management and people skills, you will be proficient in collecting and analysing quantitative and qualitative data. You will be confident across a range of approaches to research, monitoring and evaluation and be able to assess and determine appropriate methods, dependent on context. You will have experience working with theory of change, outcomes, and indicators.

You will need to be highly responsive to the needs of colleagues, partners, and funders. Collaboration with colleagues is an essential part of this role to define, develop and meet learning ambitions for existing and new funding programmes, ensuring that evidence and learning are used to inform strategic decision making, and you will enjoy working with others and be a valued partner, peer, and colleague.

As a key member of the CCF team, you will report to the Senior Grants, Programmes & Communications Officer.



MAIN TASKS & RESPONSIBILITIES

Community Needs:

- Develop CCF's knowledge and understanding of Cumbria's needs in order to achieve lasting, strategic and proactive solutions to complex social problems.
- Use statistical data (local and national), OCSI Local Insight tool and research methods to develop CCF's knowledge and understanding of Cumbria's community needs.
- Create insight into Cumbria's priority issues and where they are located.
- Undertake community and grant recipient research, as required, to inform project and programme development, including focus groups, action learning sets, community-engaged mapping, interviews and surveys.
- Share our knowledge of Cumbria's key social issues with partners and the wider third sector community, including: Challenge & Opportunity Reports, Needs Analysis Reports, Geographic Insight Reports and bulletins.
- Update and maintain CCF's existing community needs reports.
- Oversee use of OCSI Local Insight tool and train staff/partners, as required.
- Prepare synopsis papers on community needs/issues to inform the development of grant making programmes and discussions with prospective donors.
- Work with CCF's communications team to establish a knowledge hub and insights resource on CCF's website.
- Work with CCF's development and communication teams to ensure that CCF's impact and learning is communicated in compelling reports and publications to make the case for funding support.
- Support the development of new programmes and partnership projects through the provision of current data and research.

Evaluation & Impact:

- Ensure we have the right information to assess impact effectively.
- Develop, implement and maintain robust data, monitoring, impact and evaluation systems for all grant schemes and programmes, in particular Transforming West Cumbria. Activities may include research/evaluation design, data collection, qualitative and/or quantitative analysis and reporting with a focus on participatory, collective learning approaches, as well as a range of project management tasks.
- Prepare grant award recommendations and papers for Grants Committees and Advisory Panels.
- Manage and administer Grants Committees and Advisory Panels, as required.
- Manage, monitor and evaluate grant awards and funding programmes.
- Use the Foundation's Customer Relationship Management (CRM) System, Salesforce, to accurately log grants, applications and donations.
- Undertake project and monitoring visits, as required.
- Produce and present grant making reports and fund reports, as required.
- Provide grant making support to and cover for other funds and other members of the team, as necessary.
- Work with the grants team to review and identify opportunities to improve efficiencies in all aspects of the grants process.
- Report back on issues impacting the local voluntary sector through attending external events.
- Ensure quality and consistency in the way CCF monitors, collects, analyses and reports quantitative and qualitative data.
- Inform the improvement of grant monitoring and impact reporting, to ensure CCF is working in the most effective ways to support disadvantaged communities.
- Support the design, development and delivery of evaluations for partnership and programme work.
- Support the design and development of Theory of Change models for projects and programmes.
- Inform and demonstrate the Social Value of CCF's work and its impact on The United Nations Sustainability Goals (UNSDGs).
- Benchmark our impact against similar charities and comparable activities in other sectors.
- Prepare inputs to reports, meetings and strategic planning, ensuring that learning is well documented and shared internally and externally where relevant. Consider opportunities for making learning more engaging for specific audiences, through creative formats and products.
- Work with CCF's communications, development and grants team to produce high quality impact reports for internal and external stakeholders.



- Support the dissemination of evaluation reports, findings and recommendations with key stakeholders and grant recipients.
- Ensure CCF's activity is compliant with all relevant legislation, including GDPR, and charity guidelines and best practice.
- Provide training and support to colleagues and partners, on CCF's approach to monitoring, evaluation and learning.
- Develop and manage strong research and stakeholder partnerships with external researchers and institutions.
- Work collaboratively with external partners and organisations.



Grant making Processes:

- Review and inform the improvement of grant making processes, to maximise efficiency and delivery of grant making strategy, and ensure donor satisfaction.
- Ensure learning from impact data informs the ongoing development of CCF's grant making processes.
- Support the development of new grant making funds and programmes, as required.
- Support management of grant making projects and programmes.

Promotion & Publicity:

- To attend and deliver workshops and seminars on monitoring and evaluation methods and support organisational capacity.
- Represent the Foundation at events to promote its work.
- Speak to and provide information to organisations and appropriate agencies.
- Support the Communications Team to maximise PR opportunities.
- Contribute to the Foundation's newsletter, social media channels and website.

General Other Duties:

- Support the effective implementation of CCF's business plan and grant making strategy.
- Keep abreast of developments and policy changes across the charity sector by liaising with senior staff in other charities and personal research. Where appropriate, attend external seminars and workshops on behalf of the Foundation.
- Work as part of a team ensuring that all team functions are covered in times of staff absence.
- Undertake other duties related to the work of the Foundation.

PERSON SPECIFICATION



EDUCATION

Essential

- Relevant graduate-level education or evidence of comparable ability.

Desirable

- Relevant qualifications.

SKILLS & ABILITIES

Essential

- Ability to research, investigate and analyse facts and numerical data to inform and support effective decision making.
- Good analytical and judgement skills to evaluate complex information and to support decision making.
- Experience of developing, implementing and maintaining monitoring, impact and evaluation project/programmes systems.
- Experience of developing overall evaluation frameworks and measures to evidence outcomes/impact.

Desirable

- Experience of developing and applying Theory of Change.
- Understands different legal structures for charitable / community organisations.
- Is able to use a range of social media platforms to share knowledge and seek information.
- Clear understanding of the wider voluntary and charity sector.

SKILLS & ABILITIES (CONTINUED)

Essential

- Ability to explain complex information, in a variety of media, including excellent written and verbal communications skills; and ensure that the information is understood by the recipient.
- Ability to engage with stakeholders effectively to gather information and insight.
- Ability to effectively manage a workload/task throughout its lifecycle.
- Ability to plan, prioritise and work collaboratively, corporately, and strategically to achieve demanding targets and deadlines.
- Excellent relationship skills and the ability to work professionally with a wide range of people.
- Excellent organisational and time management skills with the ability to manage a heavy workload and deal with competing priorities.
- Strong IT skills, including working knowledge of Microsoft Office (Word, Excel, Outlook, and PowerPoint) and experience of Customer Relationship Management (CRM) Systems/Grants Management Software (e.g. Salesforce).

EXPERIENCE & KNOWLEDGE

Essential

- Experience of designing, implementing and embedding evaluation and social impact frameworks.
- Experience of project and programme evaluation.
- Good knowledge and understanding of the Voluntary, Community, Faith and Social Enterprise (VCFSE) Sector.
- Understanding of local community needs and disadvantage.
- Understanding of the funding issues affecting VCFSE organisations supporting communities across Cumbria.
- Knowledge of the local economic, social, environmental, and cultural landscapes.

Desirable

- Experience of social impact and social value.
- Experience of project management.
- Experience of working in the voluntary and community sectors.
- Knowledge of social and system change.
- Experience of working in a politicised environment and working with a wide range of partners with differing priorities.



PERSONAL ATTRIBUTES

Essential

- A strong team player, with ability to support colleagues.
- Excellent communication and interpersonal skills.
- Self-motivated with experience of managing a diverse workload.
- Hard working, flexible thinking, capable and confident, with excellent attention to detail.
- Enthusiastic and approachable, with a willingness to engage with, listen to and support all stakeholders.
- Flexible approach to working hours, job tasks and responsibilities.
- Willing to take on, and ability to cope with, new challenges.
- A quick learner with an openness to new ideas.
- Resilient, calm and professional under pressure.

Desirable

- Passion and understanding for the Foundation and its mission.
- Tactful, diplomatic and assertive when dealing with challenging situations.
- Excellent networking skills able to establish good interpersonal relationships, rapport and credibility with a wide range of people including Trustees, advisors, donors, grantees and wider stakeholders.

ANY OTHER REQUIREMENTS

Essential

- Passionate about supporting local people and addressing disadvantage.
- Willingness to undertake occasional evening/weekend duties and travel outside of the region.
- Access to a car with a clean driving licence.

Desirable

- Likes tea breaks including cake!



ADDITIONAL REQUIREMENTS

Continuous Personal Development

Work with the Senior Grants, Programmes & Communications Officer to identify areas for further training and development, undertaking relevant courses and qualifications as required.

Health and Safety

The post holder is required to carry out the duties in accordance with the Foundation's Health and Safety policies and procedures.

Safeguarding

The post holder is required to carry out the duties in accordance with the Foundation's Safeguarding policy and procedures. A basic DBS check is a requirement of this role.

Diversity

The post holder is required to have due regard to equal opportunities at all times, and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for all.

Quality

To support the Foundation in striving to create a culture with total commitment to quality.

WE LOOK FORWARD TO HEARING FROM YOU

MORE INFORMATION

For an informal discussion about the role, contact Annalee Holliday on 01900 825760.

Interviews will take place in person on Friday 27th May 2022 on the first floor of CCF's offices. Reasonable adjustments will be made where required. A pre-interview task will be forwarded to those called for interview for completion in advance.

Professional and personal references will be required prior to appointment.
Proof of right to work in the UK will be required.

APPLY

To apply for this post please, complete the [APPLICATION FORM](#) by 9am Monday 16th May 2022



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