

JOB TITLE: Evaluation Officer

Job Level	Level 4	Kornferry Function	
Directorate	UK Operations	Function/Service	Insight & Improvement
Direct Reports	Nil	Indirect Reports	Nil

Our Leadership Framework defines the leadership standards we want to see at the British Red Cross. It shows what great leadership looks like. Our goal is to create a great workplace and deliver excellent services to our users. [Our Leadership Framework - RedRoom](#), along with [Our values and behaviours - RedRoom](#) and Fundamental Principles, helps everyone understand how the leadership capabilities relate to their role and context.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness. You can read more about [Equity, Diversity & Inclusion \(EDI\) at the British Red Cross - RedRoom](#) here.

Purpose	<p>The Evaluation Officer will play a supporting role in delivering the British Red Cross's strategic approach to driving service improvement and design through insight. They will undertake the design and implementation of evaluations across our UK Operations services, commission external evaluators and provide advice and guidance to colleagues to help improve the quality of our evidence.</p> <p>The Evaluation Officer will be working with a degree of independence, in a close team environment, requiring good interpersonal skills and a resilient character, responding well to ambiguity. The post holder will need to be energetic and creative, confident about working in partnership with others and comfortable with risk. You will need to actively listen to those delivering services and approach situations with empathy and understanding of human drivers, as well as an ability to analyse data. You will need to be flexible and respond to challenges as they arise.</p>		
Budgetary responsibility/ accountability	None	Accountability for other resources	None
Key Responsibilities	<p>Strategic Contribution</p> <ul style="list-style-type: none"> To support the team in implementing a robust framework for the evaluation of our UK Operations. To work collaboratively across the British Red Cross with other colleagues involved in undertaking research and evaluation, for example with Fundraising and Engagement and Communications and Advocacy, to achieve strategic objectives. To undertake any other reasonable duties as requested by the Evaluation Manager, Head of Evaluation and Data Management or Director of Insight and Improvement. <p>Research and Evaluation</p> <ul style="list-style-type: none"> To undertake the design and delivery of evaluations on our UK Operations services as requested, ensuring they are relevant and robust to inform decision making and fundraising applications to support wider roll out and sustainability. 		

	<ul style="list-style-type: none"> • To rapidly investigate service delivery issues and challenges as they arise to support real-time troubleshooting and service improvement, for example, where routine monitoring and evaluation data identifies a problem. • To support the development of financial assessments of our delivery, through Return on Investment, Social Return on Investment or Cost Benefit analysis, or other approaches. • To work with the Co-production Manager and Lead to ensure we embed the principles of co-production in our work and facilitate the safe involvement of people in our research and evaluation activities. <p>Communication</p> <ul style="list-style-type: none"> • To support the development of best practice learning and evaluation resources for use across our UK Operations. • To build positive relationships with our operational teams and act as an advocate for high quality data and evaluation and to facilitate the integration of evaluation activities into service delivery. • To be flexible and pragmatic, using research and evaluation that is fit for purpose and supports the work of team members in Insight and Improvement. <p><i>The responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.</i></p>
Knowledge & Skills	<ul style="list-style-type: none"> • Educated to degree level in a social research discipline or have equivalent practical experience of social research disciplines* • Proven analytical ability – both quantitative and qualitative* • Experienced in applying analysis to a range of situations* • Proven ability to build strong and effective alliances and relationships* • Strong communication, presentation and influencing skills* • Knowledge of the government, statutory and voluntary sectors in which the British Red Cross works in the UK • Experience of using quantitative and qualitative collection and analysis software packages e.g. SmartSurvey, SPSS, NVivo • A qualification or equivalent experience in Social Return on Investment or economic evaluation techniques
Experience	<ul style="list-style-type: none"> • Familiarity with research methods and their application in a range of social and economic policy contexts* • Proven ability to work to very tight deadlines in a dynamic environment, with often changing and competing priorities* • Evidenced experience of using data, research and insight from data and research to add value* • Commissioning and managing external evaluators* • Demonstrable project management experience with ability to plan and manage concurrent projects and activities • Experience of using user-centred design principles and tools
Additional requirements	

Pre Engagement Checks Highlight bold as required		
DBS- England & Wales	None	
PVG- Scotland	None	
Access NI- Northern Ireland	None	
Driver Check	No	
<u>International Roles Only</u>	n/a	
International Police Check	No	
International Driving Licence for manual cars	No	

Role Reference		Review Date	
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We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.