



Welsh Women's Aid
Job Description

Job title:	Research and Evaluation Officer
Salary:	£21,589 - £23,836 per annum pro rata
Responsible to:	HR and Business Support Manager
Hours:	37.5 hours per week, job shares considered
Job Purpose:	<p>The post holder will ensure that Welsh Women's Aid (WWA) is able to accurately measure the effectiveness and impact of services delivered by WWA and our members and effectively communicate and report on this to managers, Trustees, commissioners, funders, and other relevant stakeholders.</p> <p>This will involve</p> <ul style="list-style-type: none">- developing, implementing, maintaining and reviewing systems and processes to collect data that measures impact and meet stakeholders' changing needs- training and supporting staff in these systems- preparing and writing reports- developing and championing best practice around monitoring and evaluation <p>The post holder will join the Business Support team, working alongside another Research and Evaluation Officer.</p> <p>The post holder will be part of the WWA data protection team and play a key role in ensuring data compliance in line with the 2018 Data Protection Act and the GDPR 2018.</p>

This post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.



Job Details

Key Functions & Tasks

- Respond to data queries and requests made by the CEO, Senior Management Team and other projects run by WWA.
- Support managers in fundraising and report writing by ensuring data is collected in line with WWA strategic outcomes, and advise on the development and delivery of new project outcomes to ensure they are measurable and achievable.
- Provide data to enable managers to produce quarterly reports and annual reports in line with reporting requirements for grant providers.
- Produce quarterly and annual reviews of WWA performance against outcome indicators and other key targets, to inform the annual review of service delivery plans, annual report and financial accounts as required.
- Produce an annual impact and an annual members' report to reflect the achievements of WWA.
- Ensure all reports for external funding bodies and partnerships are prepared in line with deadlines and made available to relevant staff for marketing and communications purposes.
- Contribute to analysis and drafting of policy and research reports and briefings, drawing on the WWA members' dataset to influence WWA strategy, the political and public policy agenda and standards of good practice.
- Use knowledge of research methods and quantitative and qualitative methodologies to contribute to project design and the development of research tools such as new forms, questionnaires, focus groups and online surveys.
- Contribute analytical and administrative support to a range of evaluation, research and consultancy projects for internal and external clients
- Help to highlight emerging trends, themes and gaps to the SMT and make recommendations for improving service quality and effectiveness as necessary.
- Maintain and update membership and stakeholder databases.
- Collaborate with the Office for National Statistics regarding annual reporting and national data collection
- Collaborate with external researchers on data or access requests, where deemed appropriate, and track all research requests within WWA.
- Develop a positive working relationship with member groups and support the development and introduction/use of case management systems to enable accurate measurement of the effectiveness and impact of client services amongst members. Develop a positive working relationship with member groups and support the development and introduction/use of case management systems to enable accurate measurement of the effectiveness and impact of their services.
- Liaise with WWA members to support them to submit data on a quarterly basis.
- Develop programs/databases to manipulate received datasets into a suitable format to enable data to be extracted for comparison, review and reporting.
- Have oversight of all data collection and research methodologies conducted by WWA staff to ensure standardisation and centralisation of data



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- Conduct service user feedback interviews and carry out service user and stakeholder focus groups as required to ascertain views on the quality and effectiveness of services, how these can be improved, and on future priorities for the organisation.
- Ensure effective and accessible mechanisms for engaging service users and stakeholders in the development of new services and projects.
- Keep up to date on the development and delivery of service standards and outcomes frameworks, and on relevant new and emerging impact measurement initiatives locally and nationally.
- Develop and contribute to Social Return on Investment projects.
- Deliver training to WWA staff and to member organisations on data processes, as required.
- Ensure data submitted is accurate, identify any discrepancies or variations and when identified follow up data anomalies with the data provider.
- Work with the data protection team to ensure compliance with WWA's Information sharing policy including processing subject access requests and other requests for information.
- Risk assess data collection through reviewing relevant documentation, and advise on additional measures if needed
- Lead the internal Data Protection Working Group meetings, ensuring that all relevant documentation is being maintained and any issues are being recorded and reported to the WWA Board

General responsibilities

- At all times protect the safety and security of survivors, service users, staff, volunteers and buildings, and the confidentiality of records and other information.
- Uphold the rights of women, children and young people and proactively assess the needs and safety of children and women to ensure that any risks/needs identified are addressed, having full regard to Safeguarding Children policy and Safeguarding Adults policy.
- Be responsible for personal learning and development and keep up to date on research, relevant legislation, policy and practice, and other literature relevant to the role.
- Participate in supervision, training and meetings as required, and assist in the development of services in line with agreed development plans.
- Take direction on projects and priorities from your line manager, which may vary from time to time.
- Oversee the work of volunteers or temporary support staff as required.
- Carry out word-processing, filing, and administrative tasks necessary to comply with the job description.
- Assist in the organisation of conferences or events organised by WWA, if required.
- Work within the values, policy and practices of WWA.
- Ensure WWA complies with the law and best practice in respect of data protection, health and safety regulations, and equality and diversity requirements.
- Responsible for undertaking any other duties appropriate to the post.



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Variation Clause

Welsh Women's Aid reserves the right, following full and reasonable consultations with the member of staff and their trade union or other representatives, to vary, add to or alter any of the terms and conditions of employment attached to this post.

This job description will be reviewed annually and may need to be revised according to the priorities of current workload with the agreement of the Executive Board and the CEO.

The performance of the post holder will be monitored through regular supervision by the line manager and reviewed at each annual appraisal. The post holder is expected to produce regular reports for monitoring and review by their line manager and Chief Executive as required.

General Information and Conditions of Service

- 5 weeks holiday (pro rata) per year, plus statutory holidays.
- Welsh Women's Aid contributes a sum equivalent to 6% of the annual salary to the company pension scheme following successful completion of 6 months probationary period, and subject to staff contribution as part of auto-enrolment.
- Overtime is unpaid; time in lieu is to be taken in consultation with the line manager.



Research and Evaluation Officer
Person Specification

Criteria	Essential	Desirable
Experience/ Qualification	<ol style="list-style-type: none"> 1. Relevant professional qualification and/or proven relevant experience. 2. Data analysis and reporting. 3. Sound experience ofn working with and analysing numerical data. 4. Experience of collating and preparing information for reports. 5. Experience of developing and maintaining information management systems and databases. 6. Experience of developing and measuring outcomes. 7. Working productively in a busy office environment. 8. 8. Providing and disseminating relevant information. 	D1. Experience of conducting focus groups and of working with stakeholders.
Knowledge and understanding	<ol style="list-style-type: none"> 9. Has a clear understanding of and commitment to equal opportunities. 10. Of data collection processes. 11. A good knowledge of the Data Protection Act 2098 and General Data Protection Regulation 2018 and their practical applications. 	D2. Has knowledge of VaW infrastructure.
Skills	<ol style="list-style-type: none"> 12. Excellent communication skills. 13. Ability to set up and maintain efficient and effective office administration systems. 14. Excellent attention to detail. 15. Ability to work on own initiative and prioritise own workload, meeting organisational deadlines. 16. Ability to effectively gather statistics and data to meet required reporting deadlines. 17. Ability to develop databases to manipulate data into a suitable format to enable data extraction for comparison, review and reporting. 18. High IT literacy including use of MS office, and specifically MS Excel to intermediate level including pivot tables. 19. Ability to work under pressure. 	D3. Ability to prepare reports.
Other	<ol style="list-style-type: none"> 20. Has a clear understanding of and commitment to the ethos and values of Welsh Women's Aid. 21. Has a willingness to travel across Wales as required, and to attend occasional evening meetings and weekend events. 	D4. Bi-Lingual in Welsh and English, both spoken and written.