

Role Description

Chapter Member – Understand



Monitoring & Evaluation Officer

This role sits within the Understand Chapter and is supported by the Chapter Lead.

Salary range: £34,000 - £38,000 per annum
Step B, Chapter Member Main

Hours: 35 per week

Location: Home-Based

Contract: Permanent

Disclosure Level: Basic

About the Understand Chapter

Your role will sit in our Understand chapter – a team of colleagues who focus on all things data, research, evidence, insight and evaluation. We have a mixture of skills in research and analytics, utilising both quantitative and qualitative methods. We focus on helping the organisation to understand our customers – what they need and what works to support them, the wider 'state of the nation', and the impact we're having.

About the role

As a member of the Understand Chapter at the National Deaf Children's Society (NDCS), you'll be with like-minded and skilled experts, both emerging and established who value and respect each other's contribution. Every member has a vital role to play, sharing their skills, knowledge and experience, and learning and developing together.

In 2023 we launched our new 5-year strategy 'Every Moment Counts' with an ambitious plan to reach every deaf child wherever they are and whenever they need us. To do this we have transformed how we work, moving to a new organisational design, embedding an agile culture, values and methods.

In the Understand chapter, our mission is to support the organisation to achieve our strategy by being data, evidence and insight driven. We also need to be able to monitor and evaluate our work to measure the impact we are having, and to support continuous improvement – your role will be vital in helping us to achieve this.

Alongside this there will be times when you will use your skills, knowledge and expertise to work in squads of between six to nine people on exciting and customer focused initiatives. This involves following Agile values and principles and working collaboratively with the product owner and colleagues to deliver on the strategic objectives and value

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for our customers. You'll be given direction on what needs to be achieved and the freedom to achieve it.

What a day in the life of a Monitoring & Evaluation Officer might look like:

- Bring your monitoring and evaluation knowledge, skills and expertise to develop and embed robust monitoring and evaluation across the organisation.
- Collaborate with staff across the charity to support them to improve existing monitoring and evaluation of our core products and services.
- Work with squads (small cross-organisational teams) to ensure monitoring and evaluation is being built into the development of any new services, products or activities – so we can be confident in their success.
- Educate, guide and advise colleagues to help increase the awareness, understanding and importance of good monitoring and evaluation across the organisation.
- Work closely with Understand colleagues, colleagues in our Digitise chapter focusing on data management, and colleagues in our Governance, Strategy and Planning chapter to ensure we can report against our OKRs (objectives and key results), show progress against our strategy and evidence the impact we're having – and where we can learn, adjust and improve to do things better.
- Support the evidence and insight gained from evaluation, and the lessons learned, to be used in planning and decision-making.
- Work closely with colleagues in the Understand chapter, sharing skills and supporting mutual learning, development and growth.

Who are you?

- You have strong skills in developing and embedding monitoring and evaluation in projects and across an organisation.
- You're passionate about working as part of a team and sharing and developing your skills, knowledge, and expertise in a collaborative environment.
- You're able to work proactively, including using your own initiative to problem solve complex challenges and coach others to do the same.
- You're able to demonstrate strong leadership and communication skills at all levels, with a trusted ability to bring people together.
- You have a can-do attitude and are focused on achieving outcomes, always looking at the bigger picture.

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- You're happy to share your thoughts, skills, knowledge, and experience.
- You have an open mindset and embrace new concepts and ideas.
- You're a natural collaborator and embrace both giving and receiving growth-based feedback to support personal development.
- You're adaptable within a changeable environment.
- You thrive in an agile delivery environment.

What will be in your toolkit?

- Experience of designing evaluation templates and frameworks.
- Experience of delivering evaluation training.
- Experience conducting quantitative and qualitative research.
- Experience of synthesising existing evidence and insights.
- Strong reporting skills using different outputs and mechanisms for different audiences.
- Excellent communication and interpersonal skills and the ability to collaborate well, whether that be offering hands on support, guidance and training, coaching and developing others, or influencing and constructively challenging to improve how we do things.
- Strong digital skills and a sound understanding of Agile values and principles, or willingness to develop this understanding quickly once in post.
- A commitment to the organisation's culture.
- Ability to develop relationships across the organisation.
- Comfort with ambiguity.
- Bravery, courage and an appetite for risk taking.
- An exclusive focus on customers.
- An enthusiasm for giving and receiving continual feedback.

What will you bring?

- A can-do attitude and focus on achieving positive outcomes.
- Willingness to share thoughts, skills, knowledge, and experience.
- An open mindset, embracing new concepts and ideas.

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- Natural collaboration skills, coupled with clear communication.
- Capability to adapt within a changeable environment.
- Desire to learn Agile principles, and to thrive within an Agile project environment.
- Strong digital skills (Microsoft 365).
- Ability to learn from mistakes and unafraid of failure.
- Enthusiasm for giving and receiving continual feedback.
- Passion for continuous improvement - reflecting on progress and performance.

Person Specification

Monitoring & Evaluation Officer

Essential Criteria		How it is measured
<i>A – Application I – Interview T – Test or Presentation Q – Qualification</i>		
1.	Strong skills and experience in developing and embedding monitoring and evaluation in projects and across an organisation.	A / I
2.	Experience of designing evaluation templates and frameworks.	A / T
3.	Experience of delivering evaluation training and supporting a culture which values M&E and continuous improvement.	A / I
4.	Experience conducting quantitative and qualitative research.	A / T
5.	Experience of synthesising existing evidence and insights.	A
6.	Strong reporting skills using different outputs and mechanisms for different audiences.	A / I
7.	Excellent communication and interpersonal skills.	A / I
8.	You're passionate about working as part of a team and sharing and developing your skills, knowledge, and expertise in a collaborative environment.	I
9.	You have a can-do attitude and are focused on achieving outcomes.	I
10.	You have an open mindset and embrace new concepts and ideas.	I

Desirable Criteria		How it is measured
<i>A – Application I – Interview T – Test or Presentation Q – Qualification</i>		
1.	Strong digital skills and a sound understanding of Agile values and principles.	I
2.	Understanding and experience of deafness and British Sign Language skills, or a willingness to learn.	A / Q
3.	Professional or educational qualification in research or monitoring and evaluation.	A / Q