

**CARERS
TRUST**



**UK Programmes
and Impact Officer
Recruitment Pack**

UK Programmes and Impact Officer

Grants & Adult Programmes Team

Contract: Full time fixed term to 31st March 2025 (maternity cover)

Hours: 35 hours per week

Salary: £28,800 - £32,000

Location: Anchored to London office, Boundary Row, Southwark, 1-2 days a week.
Flexibility to work from other Carers Trust's offices around the UK.

Why this role is pivotal to Carers Trust

The UK Programmes & Impact Officer is a crucial role, coordinating and contributing to the overall management of programmes across the UK portfolio. The postholder will act as a central liaison point for internal and external stakeholders, including programme partners, Programme Leads and external evaluators.

The postholder will take the lead within a cross organisational team to apply consistent programme, impact and data management practices to provide a range of stakeholders with clear and engaging updates on progress towards programmes aims, outcomes and KPI's.

In this role you will



- Contribute to the UK Grants & Programmes Team in achieving its objectives, making sure current data and evidence informs team plans and overall Carers Trust strategy.
- Be an advocate for achieving better social impact by effectively using evidence to improve services for unpaid carers.
- Support local carer organisations and programme partners to increase their knowledge, use and confidence in the submission and review of programme management data.
- Undertake a range of programme and grant making activities to support and drive the ambitions outlined within Carers Trust's strategy.

Our ideal candidate



- Knowledge, understanding and empathy towards the needs of unpaid carers.
- Experience of coordinating programme management processes and systems.
- Experience of working with and explaining monitoring and impact measurement processes.
- Ability to analyse programme performance via review of qualitative and quantitative data and recommend appropriate courses of action.
- Clear and concise communicator, both verbally and in writing, who is able to adapt information for varying audiences.
- Experience of report creation to share complex programme information to internal and external stakeholders, both narratively and visually.
- Working knowledge of the implementation of Business Intelligence (BI) reports and software
- Experience of working collaboratively in an open programme culture which encourages knowledge sharing and learning.
- Understanding and commitment to equality, diversity and inclusion.
- Ability to work to own initiative and effectively manage a workload with multiple streams.
- Excellent administrative skills including experience of Microsoft Office 365 (Excel, Teams, Outlook), Canva and website management software.

In this role, you will work with different people and teams from across the Policy, Programmes & Impact Directorate as well as colleagues representing specific nations, Fundraising and Marketing and Communications.

Remember – even if you don't have everything listed above, it's worth putting in an application. We don't expect every candidate to have all the experience above.

Main responsibilities (not an exhaustive list)



Grants & Programmes Activities

- Provide timely information to support the overall management of the Grants & Programmes Team budget, target dashboards, reporting and funding bids.
- Coordinate stakeholder involvement activities (e.g. learning, information sharing, communities of practice etc.) to support the development of programme management practice.
- Develop clear, visually engaging communication materials sharing information on areas of replicable practice and impact in supporting unpaid carers, including funder reports, web and social media updates and presentations.
- Maintain and develop internal and external online stakeholder engagement tools to share Programme activities and processes.
- Collaborate with stakeholders to identify and address potential areas for improvement in programme monitoring and evaluation.
- Undertake research and analysis to support the delivery of current projects and programmes in development to ensure the decisions made are evidence-led.
- Undertake regular assessment of applications received from unpaid carers and organisations developing services to support unpaid carers across the UK.
- Supporting the ongoing development of organisation wide data management systems, including grants database.

Social Impact Activities

- Analysis and presentation of quantitative and qualitative impact data, measuring the difference that interventions and support make for unpaid carers.
- Creation and maintenance of Business Intelligence (BI) reports/dashboards for use across Carers Trust stakeholders across the UK, including specific activities to support the delivery of Carers Support Fund & Short Breaks Scheme across Wales.
- Ensuring reports and insights are communicated to stakeholders in a way that demonstrates and drives impact.
- Work closely with the Social Impact Team to deliver quarterly programme reach Key Performance Indicators (KPI) figures.
- Collaborate with Social Impact Team on reporting of overall Carer Trust impact and development of impact measurement tools.

Additional Responsibilities

- Provide support to wider Carers Trust activities including taking action notes of key meetings and coordination of follow up actions at Programme Board(s).
- Contribute to the development, implementation and continuous improvement of equality, diversity and inclusion principles across all aspects of programme delivery.
- Work collaboratively across Carers Trust, sharing ideas, experiences and expertise to support collective problem solving and consistent programme management practices.

How to apply



Please apply through the Carers Trust website by submitting your CV and supporting statement as instructed.

For an informal conversation about the role please contact Trisha Thompson, Head of Grants and Programmes, on tthompson@carers.org

Application deadline: 4th April 2024

Expected interview date: 17th or 19th April 2024

