

JOB DESCRIPTION

Job Title:	Research and Evaluation Officer
Directorate/Team:	Research and Evaluation Team, Communities, Culture and Heritage Directorate
Reporting to:	Policy, Research and Programme Manager - Poverty & Prosperity
Direct reports:	Data Analyst Apprentice

MAIN WORKING CONTACTS

Internal	Head of Policy and Programme – Learning and Community Grants, Head of Arts, Culture and Heritage, Venues Manager, Fundraising Manager, Marketing and Communications Team and other internal teams as relevant
External	Range of funded organisations and community groups

Letchworth Garden City Heritage Foundation is a Community Benefit Society and an exempt charity set up under the 1995 Letchworth Garden City Heritage Foundation Act. The Foundation has four key charitable objects:

- To promote the preservation of buildings and other environmental features of beauty or historic interest within Letchworth Garden City.
- To provide or assist in the provision of facilities for the recreation or other leisure activity of the local community in the interests of social welfare with the object of improving their conditions of life.
- To promote the advancement of education and learning within Letchworth Garden City.
- To promote the relief of poverty and sickness within Letchworth Garden City

We fulfil these objectives through a range of services that we deliver including a scheme of management to preserve the built heritage of the town covering most residential properties, we operate Broadway Cinema, Gallery and Standalone Farm and provide grant funding of approx. £700,000 to our local voluntary sector. Our income is generated from our property portfolio. We own a wide range of industrial, office, retail and residential accommodation all based in Letchworth, generating approx. £10m income per year. We spend about half that income on fulfilling our charitable objects and the rest on managing our property. We also seek out external funding for our services including our art, culture, and heritage services.

Vision and objectives

Our vision of celebrating Garden City life

That living in Letchworth Garden City offers everyone the opportunity to flourish as part of a vibrant community enjoying the best that both town and country offers, benefitting from

easy access to nature and with unrivalled facilities, culture, and support networks.

We have six strategic aims for 2028:

1. Improve our financial resilience by active asset management and development, responding to changing needs and market opportunities, and transitioning to a low carbon economy estate.
2. Lead & champion sustainable conservation of Letchworth's architectural heritage
3. Improve wellbeing by increasing access to nature and the outdoors, getting more people involved in managing and improving greenspace, and promoting use of Letchworth's network of leisure facilities.
4. That Letchworth becomes a great place for children & young people to grow up.
5. More people are engaged in a rich and diverse cultural programme, and Letchworth is known for its thriving culture and leisure offer.
6. Improve prosperity and life chances by developing and funding skills, advice, and support programmes

Job role

The Research and Evaluation Officer works within the **Research and Evaluation** team to embed evidence-based working and learning internally across Heritage Foundation teams and activities, and externally with local partners.

The role provides support to teams across the organisation to ensure they have the right data, insights and evidence to support decision-making, planning, evaluation and learning.

KEY RESPONSIBILITIES

Responsibility	Deliverable / outcome
<p>Performance indicators Manage the production of the Board Key Performance Indicator dashboard and support teams to define, monitor & learn from operational performance indicators</p>	<ul style="list-style-type: none"> • High quality quarterly board dashboards are delivered on time enabling oversight of key areas of the organisation at Board and Leadership Team level • Teams have clearly defined operational performance indicators and are supported to use their indicators to identify trends, successes and learn from performance
<p>Data & research support First point of contact for any data or research-related requests within the organisation Conduct research in support of strategic priorities</p>	<ul style="list-style-type: none"> • Manage data requests to the team, clarify brief and allocate/deliver work accordingly • Support teams to design research using appropriate methods • Teams have access to local data to support understanding, decision-making and fundraising activity • Local assets and systems mapped to enable understanding of local landscape

<p>Evaluation support Support teams to evaluate and learn from their projects, and to meet reporting requirements</p>	<ul style="list-style-type: none"> • Work with a lead evaluator to develop tools and templates to capture relevant data to support learning and enable reporting to funders • Support Head of Policy and Programme – Learning and Community Grants to monitor, evaluate and learn from projects funded through the community grants programme • Support teams to design and deliver appropriate evaluation methods for smaller projects
<p>Customer research Support teams to measure and learn from customer research</p>	<ul style="list-style-type: none"> • Teams are supported to design appropriate mechanisms to engage with customers and to measure customer satisfaction • Teams understand what their customers/service users value and appreciate, and can identify areas for improvement • Marketing and Communications colleagues better understand customer motivation and behaviour
<p>Staff management Manage the Data Analyst Apprentice</p>	<ul style="list-style-type: none"> • Manage and support the Data Analyst Apprentice to perform at their best – setting objectives & plans, providing regular support, managing performance, encouraging learning and development and conducting appraisals • Fulfil the Line Manager requirements of the apprenticeship agreement
<p>Support Heritage Foundation's wider commitments</p>	<ul style="list-style-type: none"> • Ensure that our plans embed the wider Equality, Diversity and Inclusion, Sustainability, Volunteering and Customer service standards, and seek out improvement and innovation opportunities

OTHER DUTIES

To proactively review and evaluate own performance, identifying and acting upon areas for improvement and development.

To adhere to the Foundation's policies and procedures.

To undertake any other duties consistent with the role and/or reasonably required by the Foundation.

Anything more broadly required e.g: willingness and ability to work outside of normal office hours on occasion / willingness to work flexibly in response to changing organisational requirements

PERSON SPECIFICATION

EXPERIENCE & TRACK RECORD

- Experience of working on research, monitoring or evaluation projects, including -
 - Proficiency in qualitative and quantitative research methods, including desk research
 - Experience of designing and delivering surveys, interviews and focus groups
 - Experience of conducting monitoring and evaluation activities
- Experience in people management is an advantage but not essential

SKILLS, KNOWLEDGE AND QUALIFICATIONS

- A relevant degree or demonstrable experience in research and/or evaluation
- Strong analytical skills, including the ability to appraise, interpret and visualise data, and disseminate research to different audiences
- Excellent verbal and written communication skills
- Ability to build and maintain relationships with internal and external stakeholders at different levels
- Excellent knowledge of MS Office (Outlook, Word, PowerPoint, Excel)
- Ability to collate and process information accurately, with excellent attention to detail
- Ability to work on own initiative, initiating, planning and prioritising work, whilst working effectively as part of a small team

VALUES AND COMPETENCIES

Values

Collaborative
Supportive
Inclusive
Evidence based

Competencies

Communicating
Taking Responsibility
Inspires & Empowers Others/Leading Others
Managing Relationships