



Community Advice and Support Services

## Job Description and Person Specification

Please note this statement is for information only and does not form part of a contract. This list is not exhaustive, and you will be expected to undertake reasonable duties that may be assigned to you by CASSPLUS from time to time. Staff are expected to be flexible in their work in order to deliver the objectives of the organisation.

<b>Job title</b>	<b>Monitoring and Evaluation Officer</b>
<b>Contract type</b>	20-month contract with potential to extend
<b>Grade/starting salary</b>	£27,105 pro rata (16 hours p/w at £13.90 p/h)
<b>Reporting to</b>	Operations Manager
<b>Area of work</b>	Cornwall and Devon (driving licence required)
<b>Hours</b>	16 hours per week (flexible & additional hours may be available)

### Context

Our system does not always address the root causes of crime. Anyone can end up at court alone, feeling powerless, trapped and terrified. We are independent of the system, perfectly-placed inside Magistrates' Courts in Exeter, Newton Abbot, Plymouth, Bodmin and Truro. We listen and give free practical advice; emotional support; and ongoing help for as long as they want us with them. We can reduce the risk of re-offending by working with our partners to find solutions to the complicated situations people face, especially when it comes to...

- ... spiralling financial hardship and debt
- ... homelessness and accommodation
- ... general wellbeing
- ... domestic abuse
- ... substance use
- ... mental health, including depression and anxiety
- ... literacy issues
- ... general court support
- ... employment, education and training

### Purpose of the Role

You will be joining us at an exciting time as we grow our service and team. We have a vision for advice and support to be available in every court, ensuring effective community networks for all court users across the UK.

The role of the Monitoring and Evaluation Officer is to lead on the production of the impact reports and quality data interpretation that drive improvement within the organisation, meeting the needs of grant holders, and accurately representing clients and their experiences.

This is a new role, designed to enable a better understanding of complex statistical data, impact analysis and the stories behind the numbers. The role will integrate with operational and management functions within the charity.

You will utilise our database to ensure the integrity and quality of the data collected will support improvements to enhance the organisational approach to data capture and interpretation.

It is essential that you have extensive experience of working with complex data, strong problem-solving skills, and high levels of accuracy. We are looking for a conscientious and meticulous person who can always act in a confidential manner. You will also need to be highly motivated, flexible, and able to work unsupervised as well as within a team.

### **Role Responsibilities**

- To support staff in all aspects of data reporting and interpretation
- To lead on implementing and developing best practice approaches to performance and quality data monitoring
- To develop and use data performance tools to increase understanding of the service and the client experience
- To lead on the production and analysis of monthly and quarterly data reports across the organisation
- To provide practical and objective support to teams in understanding data
- To support the management teams in the interpretation of data collection across each site and each service
- To lead improvement in data quality across the organisation
- To work collaboratively with managers and Board members to promote a positive approach by identifying opportunities for service change and improvement
- To assist managers in the development of internal monitoring and reporting tools

### **General Responsibilities**

- Championing the organisation and maintaining its mission, vision, purpose and values
- Play an active role as a member of the CASSPLUS team
- Support the CEO with organisational aims and objectives
- Undertake any reasonable activity required by Senior Management

### **Person Specification**

<b>Knowledge and Experience</b>	
<b><i>Essential</i></b>	<b><i>Desirable</i></b>
Strong knowledge and experience with data reporting packages	

Experience of working within or with the voluntary sector	
Experience of designing monitoring and evaluation policies, systems, tools and processes	
Strong knowledge and experience using statistics for analysis	Ability to convert statical data into the story behind the person and/or service
Solid understanding of how to use a database (currently Lamplight) to collate and analyse outcomes and impact data	
Demonstrable experience of improving data quality across a service or organisation	
Understanding of business process analysis	An understanding of the Criminal Justice System
Experience of using data to drive organisation intelligence and performance	
Experience of designing data studies	
Experience of preparing data reports to demonstrate impact to funders, verify reports and contribute to the development of data quality and performance tools	
Excellent attention to detail	
Ability to explain complex data, reports, and systems to a non-specialist audience	
Understanding of data security	
Experience of using client/customer management systems	
Ability to use statistical tools to identify, analyse, and interpret patterns and trends in complex data sets	

Ability to consult effectively with a diverse range of people	Experience of analysing data for commissioned, public, or third sector services
	Experience of working within a diverse and dispersed team
<b>Skills and Abilities</b>	
Ability to work independently	
Excellent verbal and written communication skills	
Demonstrate an excellent level of competence in the use of Information Technology (e.g., intermediate Excel, Word, E-mail, databases)	Ability to research and share information with clients and colleagues in an understandable and accessible format
Good time management skills and the ability to prioritise your workload	
Commitment to promote and practice the CASSPLUS mission, vision, beliefs and values	