



Job Description

Post:	Monitoring & Evaluation Officer
Directorate:	CaN
Team:	Spotlight
Grade:	Scale 4
Responsible to:	Spotlight Operations Manager
Responsible for:	N/A

Purpose of Job

Spotlight is a creative arts youth service designed to inspire. It has been shaped by young people, for young people. It offers free, state of the art sound, film, design, art and broadcasting facilities, alongside performance, dance, boxing, fashion, styling and chill areas. Spotlight supports and inspires young people to reach their full potential.

The Monitoring and Evaluation of the work that Spotlight does is essential to ensure that funding criteria are met. This relies on collecting accurate data from the youth work team on the work that is being done with young people and volunteers. Effective monitoring and evaluation makes it possible for Spotlight to demonstrate the impact its work is having on young people's lives.

Reporting and Analysis

- To report on the progress of key performance indicators
- To effectively communicate results of monitoring and evaluation to the team and externally in writing, presentations and reports
- To be able to pull data that shows there has been a change and to present this clearly
- To highlight areas of improvement or growth in the service based on analysis of data
- To support the management team with providing evidence needed for funding bids
- To pull reports and analyse data from internal and external databases

Keeping Databases up to date

- Inputting data accurately into databases
- To work with the Operations team to manage the data entry workload
- To implement effective ways of collecting accurate data
- To work with the Operations Team to monitor the quality of data being collected by the Youth Work team and to report any issues with the Spotlight Operations Manager

Data Management

- To implement processes to record data accurately and communicate these to the Operations team and volunteers
- To carry out regular spot checks of the accuracy of data, troubleshoot problems and raise issues with the Spotlight Operations Manager
- To implement new ways of recording data and evaluation information to ensure we are able to report accurately on it in the future
- To identify areas where data is missing and work with the Front of House Team to get this data from young people
- To support and train members of the team in use of databases

Data Protection

- To make sure that all data is stored in accordance with GDPR
- To maintain a secure filing system for all hard and electronic copies of data
- To maintain processes that have been designed to ensure that data is held securely
- To monitor processes and report any issues to the Spotlight Operations Manager

Operations support

- To cover breaks and annual leave for the operations team when needed
- Working as part of the Operations team to deliver an excellent customer service to partners, visitors, students, young people and anyone using the building during the day
- To support the coordination of the use of Spotlight's facilities including rooms, furniture, equipment and AV systems to enable the effective delivery of the external hires, PH meetings, large scale events and the Spotlight programme
- To be a point of contact for people using the spaces in the building
- To report repairs to the repairs team and be a point of contact for contractors attending site

Volunteer Supervision

- To supervise data administration volunteers
- To train data administration volunteers

General

- Perform other duties as may be reasonably required by your line manager.
- Conduct yourself in line with Poplar HARCA's policies, procedures, rules and standards.
- Due to the nature of this post, employment in this role is dependent on an enhanced Vetting and Barring Scheme check.
- Be available to work evenings and weekends

Person Specification

Post: Monitoring & Evaluation Analyst

Grade: Scale 4

Team: Spotlight

Directorate: CaN

All criteria are essential unless stated otherwise.

Requirements	Criteria
1. Education/ Qualifications/ Training	a. Data Protection training (desirable)
2. Skills	<ul style="list-style-type: none"> a. Excellent communication skills b. Ability to follow internal procedures. c. Excellent MS Office and database skills. d. Highly organised with ability to forward plan resource requirements. e. Attention to detail and accuracy. f. Strong team player working closely with colleagues to produce exemplary results g. Remain calm and proactive under pressure. h. Excellent literacy and numeracy skills. i. Excellent oral communication and writing skills j. Able to work to tight deadlines k. Able to identify problems and find solutions l. Ability to analyse data and highlight areas of growth and improvement
3. Experience	<ul style="list-style-type: none"> a. Experience of working on databases b. Experience of producing reports c. Experience of implementing data procedures and filing systems
4. Knowledge	<ul style="list-style-type: none"> a. Understanding of the different needs of a diverse, urban community (desirable) b. Understanding of the Spotlight ethos and vision c. Knowledge and understanding of data protection
5. Key Competencies	<ul style="list-style-type: none"> a. Putting others first b. Achieving Results c. Open to change d. Informed and informing e. Personal Progress f. Partnership Working g. Problem Solving