

## Job description: Research and Learning Manager

**Duration:** Permanent

**Salary:** M3, London, £38,000 (includes market increase)

**Location:** Flexible

**Reporting to:** Head of Research and Performance

**Department:** Research and Performance

**Key working relationships:** Research and Learning Manager (data lead), Programme Managers, Research and Learning Officer

### Purpose of the job

UK Youth's Research and Performance Team aims to be recognised for the production of robust and insightful evidence and analysis on how youth work delivers positive outcomes for young people, especially those from disadvantaged backgrounds. We do this by demonstrating and improving the impact of our work with youth organisations in our movement, as well as using wider evidence to understand policy issues affecting young people today.

Reporting to the Head of Research and Performance, this role will support the department to shift the organisation's approach to evaluation and impact. Having recently undergone a strategy review process, we have a key aim to increase our research voice within the youth sector and grow the evidence base for the impact of youth work in general. Together with the Research and Learning manager, you will be responsible for the day-to-day management and co-ordination of our evaluation activity; this will include developing and delivering an evaluation against each of our outcomes which connects our youth development programmes, outdoor learning, grant distribution and network engagement activities. In this role, you will have a focus on driving the organisation's use of data and evidence. This will include leading on collecting and analysing qualitative data for the evaluation of our work as well as making sure we have accurate external communication of our evidence and impact.

### Why work at UK Youth?

UK Youth is a leading charity that exists to ensure all young people are equipped to thrive and empowered to contribute at every stage of their lives. We work with others to ensure that the youth sector is strengthened, supported and that provision is youth-led, evidence-informed and delivers high-quality outcomes. UK Youth plays a unique role in addressing; the lack of investment in the youth sector, the lack of cross-sector understanding in how youth work makes a difference and the limited opportunities to embed effective solutions. These factors lead to mass inequality of access to youth services for young people.

### Key responsibilities

- Manage and coordinate a variety of impact measurement projects within the organisation
- To lead the development of robust frameworks and tools to evaluate our outcomes and identify where we can improve our activities

- To collaborate with the Collective Action department to ensure that we are sharing our learning both internally and externally with the networks of youth organisations we support
- Support the Head of Research and Impact to promote a culture of evidence-based practice and use of insights to drive improvements

## Other area of responsibilities

### Support UK Youth to manage, learn from, and demonstrate the impact of our work

- Develop impact measurement processes in line with best practice in the industry
- To support colleagues across the organisation to define relevant and informative feedback and data collection systems
- Manage and coordinate a variety of impact measurement projects within the organisation.
- Lead development of evaluation frameworks against the charity's outcomes, connecting all areas of our work
- Work with the Data and Impact Manager to evaluate our programmes and organisation's activity, leading on qualitative research methods to inform improvement
- Support UK Youth fundraising bids, providing detail on our evaluation approach
- Work with the Research Specialist to support other teams internally to use external evidence in programme design
- Support the organisation to communicate its impact externally to a range of key stakeholders, working with colleagues across the organisation and with the communications team to consider creative and digitally-enabled communication of sector data and impact
- Support the research and legal ethics of processes

### Support UK Youth's collective action approach to sharing and embedding evidence-informed approaches to supporting youth development

- Working with Research and Performance colleagues, support youth organisations in our network to develop their own impact measurement, from which to learn and demonstrate the impact of youth work in their organisations
- Work closely with colleagues in Collective Action to understand how we can better involve young people's voices in our research and impact work
- Work closely with Collective Action to support the delivery of the evidence and insights function of #iWill
- Work closely with the Research and Development Lead to contribute to key research projects that will support our campaigning and policy influencing activity
- As part of our support for networks of youth organisations, provide evaluation and impact development support to a range of organisations in our Movement

### Contribute to building a strong Research and Performance department

- Build relationships with aligned organisations; identifying opportunities to work in partnership where appropriate
- Help build relationships with funders and partners
- Represent UK Youth at events and conferences
- Act as an ambassador for the organisation, contributing to the effectiveness of

meetings, the sharing of knowledge and experience and the development of UK Youth and its profile

- Direct work to and support the Research and Learning Officer

## Manager behaviours and expectations

All staff at UK Youth will demonstrate their commitment to our mission to ensure all young people are equipped to thrive and empowered to contribute at every stage of their lives. They will also be able to fulfil the below expectations and behaviours:

- Be committed to safeguarding principles and be willing to put the welfare of children and young people at the forefront of your work
- An understanding and belief in the inclusion of all staff, partners and young people irrespective of race, gender, sexuality, age, religion, ability, identity, and experience
- Actively promotes and embeds an understanding of equity, diversity and an inclusive culture
- Able to provide detailed feedback to direct reports on performance and development areas
- Able to mentor and develop skills in others
- Able to support others to learn from mistakes and support wellbeing
- Able to delegate work effectively and provide practical support
- Undertake any other duties and reasonable requests that are in keeping with the nature of this post.

## Person specification: Research and Learning Manager

### Experience

- Experience of evaluation methodologies and supporting organisations to understand their impact
- Project management experience, including running multiple projects simultaneously
- Experience of applied evaluation within a youth or community setting
- Experience of working in deadline-driven work environments
- Experience of dealing with sensitive information

### Knowledge, skills and understanding

- Experience of quantitative and qualitative research methods
- Ability to use research and evidence in order to drive improvements in performance
- Using research and analytics to make a difference. Exploring interesting questions isn't enough; you have to be able to identify the areas where research and evaluation will lead to an improvement in UK Youth's activity and make a difference to young people
- Ability to translate technical information into simple language, communicating analysis findings in a clear and concise way
- Excellent oral and written communication skills to deliver presentations and reports to a range of audiences in a clear, inspiring and confident way
- Strong relationship management skills; the ability to establish effective working relationships with people at all levels, internally and externally

- Experience of evaluation methodology, such as the theory of change, logic models, evaluation frameworks etc
- Understanding of the data protection act preferred
- Understanding and empathy with the needs of young people and the work of UK Youth
- Understanding of the delivery context of youth groups and issues affecting the youth sector

## Personal qualities

- Ability to thrive in a fast-paced environment with competing priorities and to work flexibly and as part of an effective team
- Pro-active approach, self-motivated and enthusiastic with high levels of initiative and commitment to achieving results
- Willingness to complete tasks and activities to support colleagues outside of formal role
- Ability to work under pressure and independently with minimal instruction

This post is subject to receipt of two satisfactory references, an enhanced DBS check and Right to work in the UK. Please note, this job description is subject to change. With any significant change, we will ensure this is discussed with you before any final approvals and or commitments.

This job description does not form part of your contract of employment. You may be required by the organisation to undertake any duties within your skills and capabilities, which the organisation reasonably considers necessary to meet business needs.