

## Job description: Research and Learning Officer

**Duration:** Permanent

**Salary:** O3, London, £28,000

**Location:** Flexible

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

**Department:** Research and Performance

**Key working relationships:** Research and Learning Managers, delivery roles across the organisation

### 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 using data to drive impact. You will work closely with the Research and Learning Manager to support the day-to-day management and co-ordination of our evaluation activity; this work includes supporting the development and delivery of evaluations against each of our outcomes which connects our youth development programmes, outdoor learning, grant distribution and network engagement activities.

### 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

- Support UK Youth to manage, learn from, and demonstrate the impact of our work
- Support the evaluation of our programmes and the organisation's activity by conducting analysis and investigations into areas for potential improvement.
- You'll take ownership for:
  - Designing evaluation tools that fit the needs of an evaluation and can be feasibly implemented
  - Analysing quantitative and qualitative information to draw key lessons learned from evaluations and research projects and communicating these to support the learning of internal teams at UK Youth

- Knowledge management of research and evaluation processes and best practices across the Research and Learning team

## Other area of responsibilities

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

- Support the Research and Learning Manager to develop impact measurement processes in line with best practice in the industry
- Supporting internal teams to ensure that the learnings from our evaluations and research is effectively communicated and shared internally so that lessons are learnt and delivery is improved
- Supporting knowledge management of research and evaluation processes and best practices across the Research and Learning team.
- Support the delivery of a variety of impact measurement projects within the organisation, by:
  - Designing evaluation tools that fit the needs of an evaluation and can be feasibly implemented
  - Writing interview topic guides, interviewing programme participants and analysing qualitative interview data
  - Analysing quantitative and quantitative information to draw key lessons learned from evaluations and research projects.
  - Producing written summaries and presentations documenting key findings from evaluations and research
  - Working with colleagues to design, administer and analyse surveys
  - Support the development of UK Youth fundraising bids
  - Other administrative duties to ensure the work of the team runs smoothly

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

- Support the development of creative and innovate ways for organisations to embed impact and learning
- 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 the Research Expert and Research and Learning Manager 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

- 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

## Officer 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 take personal accountability for key work areas and understand individual accountabilities within work areas back to inform planning and decision making
- Able to identify cause and effect relationships and take a solution focussed approach
- Able to be solution focussed in their thinking and approach
- Undertake any other duties and reasonable requests that are in keeping with the nature of this post.

## Person specification: Research and Data Officer

### Experience

- Experience of applied research methods
- Experience of using formal research skills to evaluate activity
- Experience of working in the charity or voluntary sector, especially capturing and articulating the impact
- Experience of working in deadline-driven work environments
- Experience of dealing with sensitive information
- Project management experience would be beneficial

### Knowledge, skills and understanding

- Experience of analysing quantitative and qualitative data, including working with large datasets
- Ability to use analysis in order to drive improvements in performance
- Ability to interpret and distil research findings
- Analytical approach and ability to come up with creative solutions to problems
- Relationship management skills; the ability to establish effective working relationships with people at all levels, internally and externally
- Good written and verbal communication skills; able to communicate research and evaluation findings in an understandable and usable manner
- Excellent attention to detail
- Well-developed IT skills, including a good understanding of using Excel for analysis

- Excellent time management and strong organisational skills
- 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.