

Job Description

Title:	Monitoring and Evaluation Project Coordinator
Reports to:	Chief Executive Officer
Remuneration:	£22,443 pro rata
Hours:	10 hours per week
Based:	Brighton
Terms:	Fixed term contract until April 30 th 2020 (with possible extension until May 31 st 2020) The applicant must be available to work on January 22nd and March 6th 2020 Occasional evening and weekend work 25 days annual leave entitlement (based on a full-time equivalent)

ROLE PURPOSE

To support the introduction of new monitoring and evaluation systems across the projects at Switchboard. This includes the introduction of a Customer Relationship Management (CRM) database and provision of support to the team to ensure that the implementation of the CRM is appropriate to the needs of all Switchboard projects.

MAIN DUTIES

- Work with delivery staff to sensitively gather monitoring and evaluation information from service users
- Input client details and monitoring information into the CRM
- Work closely with the staff team to support them to develop field requirements for the CRM
- Work with the CEO to create reports within the CRM
- Cascade information about the CRM to staff, delivering 1-1 training to staff and volunteers as required
- Create extension databases for the CRM
- Set up permissions on the CRM for staff and volunteers
- Act as a central point of contact for the staff team to log issues about CRM- liaison with the CRM provider to resolve issues
- Input and analyze outcomes from the service user evaluations and annual service user survey

GENERAL DUTIES

- To provide monthly reports on project activities for the CEO and provide reports to funders as needed.
- To attend supervision sessions and contribute to team meetings.
- To undertake all work in line with relevant legislation Switchboard's policies and procedures.
- To undertake any other duties that might reasonably be requested and are appropriate to the role.

Person Specification

EXPERIENCE		ESSENTIAL (E)/ DESIRABLE (D)	HOW ASSESSED
1	Experience of using a CRM as part of a previous role	D	A/I
2	Proven ability to supporting the learning of other colleagues	E	A/I
3	Evidence of providing reporting information to managers	E	I
4	Experience of working with suppliers or service providers	E	A/I
5	Experience of data entry	E	A/I
KNOWLEDGE			
1	A knowledge of project monitoring and evaluation	E	A/I
2	A knowledge of the General Data Protection Regulation Act (GDPA)	E	I
3	A understanding of LGBTQ communities and the complexities of gathering monitoring information from those communities	D	I
SKILLS			
1	Proven project management skills and ability to carry through tasks to deadline.	E	A/I
2	Problem solving skills and the ability to think creatively	E	I
3	A proven commitment to promoting equality and diversity	E	A/I
4	Excellent verbal and written communication skills	E	A/I
5	Proactive, able to take initiative, and to work with minimal supervision, within a defined work-plan and reporting framework.	E	I

Application = A, Interview = I

Please refer to the guidance notes before completing the application..

Deadline for applications is: December 17th
Interviews will be held in central Brighton on: Wednesday 8th January

For more information, contact Lyndsay MacAdam on 01273 234009 or brighton.admin@switchboard.org.uk

Application forms can be downloaded from our website

Guidance Notes on Completing Your Application

Thank you for the interest you have shown in our vacancy. These notes are to help you make the most of your application. **Switchboard will not be able to shortlist your application if you do not follow the instructions below.**

Completing the Questionnaire Section

This section of the form covers two parts – **Experience, Knowledge & Skills**. These are set out in the job specification section of the job description. Switchboard requires the successful applicant to demonstrate **through actual examples** that they have both the knowledge, technical skills and experience to fulfil role requirements. You must:

- Show how you meet the criteria set out in the person specification section of the job description which includes:
 - **Experience, Knowledge & Skills**
The Person Specification will state what essential knowledge (marked using an E), skills and experience is required for the job. These are prerequisites for the job.
 - Desirable experience, knowledge and skills would be examples that would enhance your suitability for the post by are not prerequisites for the job.

At the top of the Person Specification there is a box which shows the key to how each Experience, Knowledge & Skills will be assessed. You need to provide an example for each an 'A' in the right hand column. You must **describe a real situation** that you have played a significant part in.

Person Specification	
What is Switchboard is looking for?	How do we check if you have it? Application = A Interview = I Assessment /Test = T

Demonstrating your Knowledge, Skills & Experience

For each of the Experience, Knowledge & Skills points in the Person Specification you must provide a **real example**, which describes how you have demonstrated what is required.

Applicants who merely state that they have the knowledge and experience will not be short-listed for interview.

The example below gives an indication of the approach you should take for each of the points.

EXAMPLE OF HOW TO SHOW YOU MEET THE REQUIREMENTS

Experience Knowledge & Skills

1	Experience of designing and delivering social research and/or community Consultations	A/I/T
---	---	-------

Example Response:

A large part of my role with my current employer is to administer and coordinate a research project regarding the health and wellbeing of people with over 60 years old who take up health walks for our local GP consortium. This research project is looking into the positive impact that walking in later life can have on the health and wellbeing and social isolation of older people talking up both exercise and a group activity. This research included coordinating data collect as both focus groups; telephone discussions online/paper questionnaires. The final report with recommendations was presented to the GP consortium (I gave power point presentation) has been used in a national health project. I another role I was required to conduct interviews with service users at various stages in a research project, write questionnaires and put this data into a useable format to be analysed. Alongside this, I have written and handed out questionnaires to older people and agencies that work with this client group in the local community, to find out what they would like from services and what they think is missing. This information has been used this information to set up extra services that run alongside the lunch club for people suffering with the after effects of a stroke.

If you have any questions about completing this application form, please contact Lyndsay MacAdam

Please note that, due to our high volume of applications, we are unable to provide feedback for those who fail to make the shortlist for interview.