

**Monitoring and Evaluation Project Coordinator**

Dear Applicant,

Thank you for your interest in the position of **Monitoring and Evaluation Project Coordinator** at Switchboard in Brighton and Hove.

Next year we will be celebrating our 45th year and this landmark makes Switchboard the longest-running LGBT organisation in Brighton and Hove so this is an important and exciting time to be joining the charity. Switchboard is in a solid position and we have an effective governance structure in place, a strong vision, clearly defined values and a strategy for the future.

Switchboard is a charity for LGBTQ people looking for a sense of community, support or information. We connect people and support them directly through specially developed Switchboard services or link them to other specialist organisations. Switchboard’s dedicated staff team run a number of services that offer information and support, befriending and social prescribing for LGBTQ communities and the services include: our volunteer-run helpline, older people’s project, health and inclusion project, disabled people’s project, Rainbow Dementia Café, trans link project and a trans survivors helpline.

We are now looking to recruit a **Monitoring and Evaluation Project Coordinator.**

If you are interested in applying, please complete the application form available on our website and send this to lyndsay.macadam@switchboard.org.uk by midnight December 17th.

For your information, interviews for this post will be held on **Wednesday 8th January 2020.**

If you would like to speak further about this role, please contact Lyndsay MacAdam on 01273 234009 or lyndsay.macadam@switchboard.org.uk.

With best wishes,

Lyndsay MacAdam



**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 30th 2020 (with possible extension until May 31st 2020)

The applicant must be available to work on January 22nd and March 6th 2020

Annual leave: 25 days annual leave entitlement (based on a full-time equivalent)

***Please note*** *- although there is some flexibility, the post is mainly office based. The post holder will also be required to work flexibly within an agreed number of hours to maintain the most appropriate level of service provision, including some evening and weekends.*

**Job 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.

**Job Responsibilities**

* 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**

**Monitoring and Evaluation Project Coordinator**

**Please note:** you must ensure that you address as many of the elements of the person specification in your covering letter as possible, as these will form the basis of the shortlisting.

It is a genuine occupational requirement for this post that the person identifies as LGBTQ.

The successful applicant will be able to demonstrate most, if not all, of the following essential and desirable knowledge, skills and experience.

**Essential**

* Proven ability to supporting the learning of other colleagues
* Evidence of providing reporting information to managers
* Experience of working with suppliers or service providers
* Experience of data entry
* A knowledge of project monitoring and evaluation
* A knowledge of the General Data Protection Regulation Act (GDPA)
* Proven project management skills and ability to carry through tasks to deadline.
* Problem solving skills and the ability to think creatively
* A proven commitment to promoting equality and diversity
* Excellent verbal and written communication skills
* Proactive, able to take initiative, and to work with minimal supervision, within a defined work-plan and reporting framework.

**Desirable**

* Experience of using a CRM as part of a previous role
* A understanding of LGBTQ communities and the complexities of gathering monitoring information from those communities



**ABOUT SWITCHBOARD**

**WHO WE ARE**

Switchboard is a charity for LGBTQ people looking for a sense of community, support or information. We connect people and support them directly through specially developed Switchboard services or link them to other specialist organisations.

**Our vision** is for an inclusive and diverse society where all LGBTQ people can realise their own unique potential

**Our mission** as a charity run by and for LGBTQ people working to understand and respond to the needs of all LGBT communities. We do this by;

* **Listening,** to the needs, worries and concerns of individuals,
* **Informing**, individuals of what support is available and making the connections as well as informing policy makers about LGBTQ inequalities
* **Developing**, new services, only when we have established a gap and ideally in partnership with others.

**Our values** are that we are:

* **Supportive**
* **Friendly**
* **Inclusive**
* **Professional**
* **Passionate**

**OUR SERVICES**

**Our current services include:**

* **Helpline:** a supportive, non-judgemental, confidential space run by trained volunteers who listen, inform and support - via a telephone helpline service plus email and web chat support.
* **Trans Survivor’s Switchboard:**  a dedicated helpline supporting trans and/or non-binary people who have experienced sexual violence - the first helpline of its kind in the UK.
* **Older LGBTQ** **Project**: social and support drop-ins, trips, training, consultancy and other activities, to reduce isolation and increase well-being.
* **Health & Inclusion Project (HIP):** engages the LGBTQ community in health and wellbeing issues, and gives them the opportunity to have a say about the issues that matter to them.
* **LGBTQ Disability Project**: creating safe, confidential spaces across the city for LGBTQ disabled people to meet monthly and socialise. We work with the group to prompt LGBTQ venues to become more disability-aware and inclusive.
* **Rainbow Café:** a regular meet-up for LGBTQ people living with dementia or concerned about memory loss.  Friends, loved ones and carers are welcome.
* **Trans Link Project:** a social prescribing project that aims to link trans and/or non-binary individuals into health and wellbeing activities across the City.

**HISTORY**

Switchboard was set up initially as a helpline and we took our first phone call in 1975. Over the years we have responded to the needs within LGBTQ community in Brighton and Hove and in 2001 become a registered charity. Next year we will be celebrating 45 years.

**STAFF TEAM**

Switchboard currently has a staff team made up of the following posts; the Chief Executive Officer, Engagement Officer (Health and Inclusion), Development Worker (Older People), Development Worker (Disabilities), Trans Link Coordinator, Finance and Admin Officer, Volunteer Coordinator and an Engagement & Communications Officer.

**VOLUNTEER TEAM**

Switchboard has a team of 30 volunteers. The volunteers run the helpline as well as support the running of the many Switchboard projects.

**BOARD OF TRUSTEES**

Switchboard is governed by a Board of Trustees, this consists of 8 elected Trustees, and is currently chaired by Dawn Draper.

More information about Switchboard, our strategy and latest accounts can be found on [www.switchboard.org.uk](http://www.switchboard.org.uk)

**GDPR AND OUR APPLICATION PROCESS**

**DATA YOU SHARE WITH US**

Any data that you share with us in your CV and supporting letter will be used for recruitment purposes only. We have a legitimate interest to some of this data in order to shortlist your suitability to the post.

**WHO WILL SEE THE DATA**

The only people viewing the data will be those receiving the application, those shortlisting for the post and those on the interview panel. Should you be offered the post, then the Administration Officer will then have access to your data to set up the HR systems that are required for the role.

**WILL WE SHARE YOUR DATA?**

Your data will not be shared outside of Switchboard. It maybe that an external stakeholder is invited to be on the interview panel and in this instance systems will be put in place to ensure that data does not leave Switchboard.

**WHERE WE FIND CANDIATE DATA**

The only data that we would have about you is anything that you chose to share with us through your application form.

**HOW WILL WE PROCESS YOUR DATA**

Your data will be sent to us via email and will be kept on our shared drive for the purposes of shortlisting and, if shortlisted interview. Those shortlisting will have access to the shared drive and in the instance of an interview a copy of your CV and covering letter maybe printed in a hard copy for interviews to look at. Any data that identifies you would be omitted from any hard copies printed and all copies would be destroyed after the interview process.

**HOW LONG WILL WE KEEP YOUR DATA**

All data will kept for one month after the shortlisting and interview process, after this time it will be destroyed. Should you be offered employment then this data may be transferred to your HR file.

**YOUR RIGHTS**

You have the right to be forgotten, to rectify or access the data we have about you, to restrict processing, to withdraw consent and to be kept informed about the processing of your data.

**HOW WE PROTECT YOUR DATA**

Our general privacy policy can be found <https://www.switchboard.org.uk/privacy-and-cookies/>