



POSITION DESCRIPTION

POSITION TITLE	Senior Manager Evaluation & Evidence
DIVISION	Research & Policy Centre (RPC)
DEPARTMENT	Monitoring, Evaluation and Learning (MEL)
REPORTS TO	Head, Monitoring, Evaluation & Learning

ORGANISATIONAL PURPOSE

Our vision at the Brotherhood of St Laurence is for an Australia free of poverty.

Established during the Great Depression by Anglican activist Father Gerard Tucker, the contemporary Brotherhood of St Laurence pursues systemic change for a fairer and more compassionate Australia where all people have a sense of belonging.

Our organisation employs over 1,400 staff and is supported by 1,200 volunteers. We partner with governments, business and other community organisations to address poverty in communities across the nation.

Our work in the community is varied: ranging from early learning, employment preparation, social enterprises, aged care and services for families, older people, refugees and asylum seekers. We research the causes and effects of poverty and advocate national, state and local policy solutions for people experiencing disadvantage.

The Brotherhood's Strategic Plan for 2019-2023 outlines five strategic outcomes, these are:

- Inclusive services and communities for everyone
- Thriving and resilient children and young people
- Economic security for all
- A trusted voice nationally on poverty and disadvantage
- An inclusive, effective, efficient and agile organisation

DIVISION AND DEPARTMENT PURPOSE

The Research and Policy Centre (RPC) has responsibility for seeding new approaches to social policy, programs and practice that help shape a better future for individuals, families and communities experiencing poverty, inequality and social exclusion.

Situated within the RPC, the Monitoring, Evaluation and Learning (MEL) unit works to advance the BSL's mission to effect systemic policy change by creating an internal evidence base to investigate the effectiveness of innovations in service delivery and program development. Specifically, the MEL unit supports the BSL to:

- Demonstrate the impact of our service models and provide accountability to our people, supporters, partners and service participants;
- Continuously improve the delivery of our programs & services and design solutions to unmet needs that are viable, evidence-based and fit-for-purpose;
- Implement strategies and practices that ensure learnings are readily available to those who can advocate for and make real change in policy and service delivery

POSITION PURPOSE

The Senior Manager – Evaluation & Evidence will lead the design of an organisational Evaluation Framework & Practice Guide and oversee its successful implementation across the BSL’s diverse service portfolios. This will involve developing supporting policies, processes and resources and assisting senior managers in each portfolio to systematically and strategically commission service reviews and evaluations.

To achieve this, the Senior Manager will build strong working relationships with portfolio leads, service managers and practitioners – leveraging their expertise and building their capacity - to plan, undertake or oversee evaluations and service reviews that are meaningful and reflect the diverse goals, needs and capabilities of our services.

The Senior Manager will contribute to cultivating an active learning culture across the BSL where we routinely distil and engage with evidence to adjust, enhance and scale our service models. This extends to establishing the BSL as a leader in evaluation and the responsible use of data and advancing the organisation’s mission to effect systemic change.

KEY RESPONSIBILITIES AND DUTIES

1. Evaluation policy, practice and commissioning

- Work with the Head of MEL to develop an organisational framework and practice guide to scope, resource, commission and undertake evaluations;
- Work with each portfolio lead to establish a pipeline of service reviews & evaluations;
- Advise on and oversee the commissioning of all reviews and evaluations of BSL services, including research design, data collection, analysis and reporting;
- Lead complex evaluations of strategic service models that evidence and can be used to effect systemic change.

2. Project management and governance

- Manage the successful and timely implementation of the evaluation framework and practice guide, including the development of supporting processes and tools;
- Oversee the commissioning and execution of concurrent evaluations, including those conducted by external evaluators where appropriate, ensuring appropriate governance mechanisms as required by the evaluation practice guide;
- Ensure all evaluations adhere to BSL policies on ethical research, privacy and data management, proactively identifying risks / issues and implementing solutions.

3. Capacity building and business development

- Develop and roll-out, resources, tools and training as needed to support the successful implementation of the evaluation framework & practice guide;
- In collaboration with the Senior Manager – Monitoring & Learning, work with portfolio leads to instil practices that enable adaptive program management cycles whereby service models are refined, enhanced and scaled based on evidence;
- Advise on the design and testing of practice changes / service refinement that improve client experiences and outcomes;
- Support the Head of MEL to develop a viable business model to deliver evaluation services to other government and not-for-profit agencies.

4. Stakeholder management & strategic advocacy

- Build trusted and resilient working relationships with service managers and other key stakeholders to establish the MEL team as a valued partner;
- Exercise discernment to manage complex relationships; earning buy-in and consensus with an astute understanding of needs, concerns, expectations and interests;
- Support the Head of MEL to engage with Government and other NFP agencies to contribute to policy debates concerning evaluation and the responsible use of data.

5. Analysis & Reporting

- Plan, undertake and / or direct complex analysis for evaluation purposes, applying relevant theory and statistical techniques to generate robust and useful insight;
- Implement quality control practices to safeguard the integrity and validity of analysis and ensure findings are reported in a transparent, accurate, complete & timely manner;
- Prepare and direct the preparation of high-quality evaluation reports and other publications that clearly communicate key findings, limitations and recommendations.

6. Teamwork and Accountability

- Work closely with the Senior Manager – Monitoring & Learning and the Head of MEL to ensure all workstreams are clearly prioritised and aligned and supported by the effective and agile allocation of team capability, capacity and resourcing;
- Manage multiple direct reports in the performance of their roles and ensure appropriate on-boarding, training and development performance management, career progression and engagement;
- Advise on and undertake recruitment as per BSL recruitment policy and process;
- Model the Brotherhood values and MEL Principles and adhere to the Code of Ethical Behaviour in everyday work practices.

7. Multi-Skilling

- Other related duties within the level of the position and scope of the incumbent's competence and training.

TO BE SUCCESSFUL YOU MUST HAVE (KEY SELECTION CRITERIA)

Knowledge and Qualifications

- Postgraduate qualification or specialized training in evaluation or related field such as sociology, economics, statistics or other social science;
- An understanding of current debates and emerging practice related to evaluation methods, evidence-based policy and responsible data;
- An understanding or capacity to quickly acquire an understanding of the not-for-profit sector and the areas in which the BSL works;

Skills and Experience

- Extensive experience commissioning and undertaking evaluations of human and community services;
- Highly developed methodological skills in both qualitative and quantitative data collection and analysis.
- A track record of successfully delivering a portfolio of projects and managing change initiatives;

- Demonstrated capacity to develop effective working relationships across functional areas and with key external stakeholders to lead collaborative efforts to advance work;
- Experience working directly with practitioners to build evaluation capability including convening planning and training seminars and workshops;
- Excellent written communication skills including an ability to develop content using appropriate mediums for a range of publications and audiences;
- Fluency with quantitative methods, statistical software applications (R, STATA) and data visualization techniques and packages (Tableau, PowerBI).
- Advanced proficiency with Microsoft Office, specifically Excel, Word and PowerPoint;

Attributes

- A passion for developing, understanding and harnessing evidence to improve service delivery, inform decision making and influence policy design and reform to end poverty;
- A strong commitment to developing the capacity and capabilities of staff and colleagues and to realise the full-potential of their skills and knowledge;
- Uses discernment and interpersonal skills to establish other's needs, concerns, feelings, expectations and motivations;
- Integrity, maturity and strong personal and business ethics combined with sound judgement and a commitment to transparency and accountability;
- An understanding of and empathy with the values and ideals of the Brotherhood.

MANDATORY EMPLOYMENT CRITERIA

- Proof of eligibility to work in Australia is required;
- A satisfactory Police Check and Working with Children Check is required for this position. The Brotherhood will facilitate this process;
- A valid Australian Driver's License and ability to attend different work locations as required.