



Job Description

Role title	Business Support Coordinator-Impact, Monitoring and Evaluation
About Us	<p>Spring Community Hub exists to ensure that no one in our Southwark community goes hungry. But we don't just provide food:</p> <p>We work alongside people to help them escape poverty, build confidence, and find community.</p> <p>Our principal activity is the prevention of food poverty and food insecurity by offering culturally appropriate food, fresh fruits, and vegetables as well as dietary and religiously appropriate food which we have continued to run at our five-week sessions to local people for as long as they address the underlying cause.</p> <p>We also provide a range of wraparound support, including advice services, particularly around employment and immigration through our Back2Work Team, Holiday Clubs for Children, Youth Groups, a Clothing Bank and our Spring Up Women's group.</p> <p>Mission</p> <p>The mission of SCH is that through a 'Community Hub' and full</p>

	<p>activity programme, local people in or at risk of crisis will be supported along their journey to move on and achieve full social, economic and emotional independence to live healthy lives in a community which supports each other.</p> <p>Vision</p> <p>Our vision at Spring Community Hub is to tackle food insecurity and hunger before people find themselves in crisis. We want to see equality in our communities and be a vehicle for positive and lasting change in our clients so that they never need a Food Bank again.</p> <p>Values</p> <p>These are our Principles, ideals, and characteristics that define the culture, standards and aspirations of the organisation.</p> <p>An organisation that is driven by people with integrity and commitment to the cause.</p> <p>We believe in leadership, development, growth, and continual learning.</p> <p>Ensuring fairness, equity and equality.</p> <p>Creating a place of respect, kindness and dignity for all.</p> <p>A healthy environment where people have fun and can be creative.</p>
<p>Salary</p> <p>Contract</p> <p>Hours of work-</p>	<p>Salary £14,188.00 per year</p> <p>Permanent Contract.</p> <p>Part-Time, 20 hours over 4 days</p> <p>Monday, Tuesday, Wednesday, and Friday 9 am -3 pm (With 1hr Unpaid Lunch Break)</p> <p>5-week Annual Leave plus Bank Holidays.</p> <p>Office Based</p>

	<p>There will be work/ training outside of office hours, with time off in lieu given</p>
<p>Main Purposes of Job and Key Tasks</p>	<p>An opportunity has arisen in Spring Community Hub for an enthusiastic and dynamic Business Support Coordinator -Impact, Monitoring and Evaluation</p> <p>You will provide support to a variety of projects and work streams driven by the Leadership Team and will work with colleagues on shared projects, populating and maintaining the quality assurance reporting schedule, as well as functions in a key role to provide Business Support and office administrative support.</p> <p>Working to deadlines, undertaking consultation, internal and external Impact, Monitoring and Evaluation activities.</p> <p>You will also lead on the establishment of an impact and evaluation function within the organisation to help deliver our ambitious and expanding impact, monitoring and evaluation plans. This role is key to enabling us to demonstrate the impact of our work to our funders and stakeholders.</p> <p>This is an exciting opportunity for an experienced candidate, preferably from a project delivery or impact measurement and evaluation background.</p> <p>Primary duties include:</p> <ul style="list-style-type: none"> ● Providing project management support to the Senior Management Team. ● Providing qualitative and quantitative data collection, interpretation and analysis as well as communicating that data. ● Gathering project-related case studies. ● The post holder will be required to be flexible to the changing needs of the organisation and as such undertake tasks and responsibilities not specifically listed here but relevant to the smooth running of SCH, including general office and administrative tasks and aspects of service.

	<ul style="list-style-type: none">● Assisting with daily office admin functions (phones, mail distribution, supply orders), routine executive support, and event planning.● Run reports via our CRM system and other means.● Helping to report on project and programme impact.● Contributing to the development of qualitative and quantitative data collection tools.● Contributing to the analysis of qualitative and quantitative data, identifying key themes and findings.● Producing high-quality and varied outputs, including analysis, report writing and presentations where necessary.● Supporting the impact, monitoring and evaluation reporting processes of Spring's programmes.● Liaising with Project leads and Other Colleagues to identify and develop suitable Case studies, Stories and Testimonials.● Acting as the dedicated IM&E lead for all projects and outcomes.● Undertake the design of monitoring and evaluation strategies and activities at the proposal/development stage, effectively balancing the Theory of Change, and the needs of partners and donors to deliver activities which demonstrate impact and yield meaningful data.● Advocate for high quality, usable monitoring, research and evaluation to be embedded across the organisation, including helping to build evaluation literacy, interest and concrete skills where these are needed. Create opportunities for programme teams to review and learn from data across the programme lifecycle and identify and present back relevant insights and findings to the wider organisation and sector.● Lead the development of evaluation projects and plans, for qualitative and quantitative analysis and interpretation,
--	--

	<p>reporting and dissemination of project findings on time, to high quality.</p> <ul style="list-style-type: none">• There will be some out of hours working occasionally for Events / Development/ Training sessions according to the needs of the business - which you will be able to arrange time off in lieu with your Line Manager.• The post holder will be required to be flexible to the changing needs of the organisation and as such undertake tasks and responsibilities not specifically listed here but relevant to the smooth running of SCH, including general office and administrative tasks and aspects of service delivery, as directed by the CEO, Senior Leadership Team and Trustees
--	---

About the Role / Key Responsibilities

- Administer the routine capture of impact, monitoring and evaluation data, using our systems and database, ensuring the accurate recording of data in line with GDPR guidelines and best practice
- Conduct a range of evaluations using both quantitative and qualitative methods including online and paper surveys, interviews and focus groups
- Analyse impact and evaluation data and support with the production of reports for both internal and external audiences
- Preparing timely and accurate impact, monitoring and evaluation data for teams across the organisation, including our fundraising, communications, service delivery and engagement teams
- Assist with Recruitment of Staff and Volunteers such as job postings and duties related to new hires and existing employees
- General Office Administration and Facilities Management
- Keeping up to date with legislation and policy related to the Service and making any necessary modifications to accommodate change as part of the Business Support Team.
- Comply with SCH policies and procedures regarding the operation of services and policies
- Representing the organisation at external meetings and events with Community partners, Local Authorities, Funders and other key stakeholders
- Actively contribute to and participate in, AGMs, Away Days, Team Meetings, Development Sessions and other Internal Meetings

	<ul style="list-style-type: none">• Ensure adherence to Health and Safety Guidelines, Risk Assessments, and appropriate Safeguarding measures.• Work in collaboration with team members to foster a positive and inclusive volunteer culture, recognising and appreciating their contributions.
Person Specification	<ul style="list-style-type: none">• Excellent written and fluent spoken English.• Strong qualitative and quantitative research skills, and experience in designing data collection methods.• Strong quantitative data analysis using appropriate software.• Strong qualitative analysis including use of qualitative analysis software.• Project management skills, including planning, budget and resource management.• Ability to communicate technical concepts to colleagues.• Strong presentation skills and experience in adapting oral and written research outputs to present in non-technical language to diverse audiences at different levels of the organisation, including colleagues, partners and donors.• Excellent interpersonal skills and the ability to engage appropriately with audiences, journalists, contractors, colleagues and donors.• Track record of delivering projects on time, on budget and to a high standard.

	<ul style="list-style-type: none">● A degree (or equivalent) in any subject or demonstrable equivalent experience in research/data analysis/evaluations or similar (paid or voluntary) ● Basic data collection and/or analysis experience. ● Knowledge of working with or volunteering in the Voluntary or Not for Profit Sector and in particular with individuals who are experiencing significant Poverty and Inequality and may also have multiple and complex needs. ● The ability to communicate effectively with a wide variety of people and establish and maintain good working relationships with Partners and external stakeholders. ● Ability to work under pressure in a non-chaotic way ● Ability to work independently and effectively as part of a team ● Excellent IT skills and good knowledge of Microsoft packages including Excel, Outlook, Word, and PowerPoint ● Self-motivated, organised and methodical approach to work with excellent time management and ability to work on own initiative and deliver against KPIs ● A confident and competent administrator with excellent attention to detail and a strong understanding of the importance of record-keeping ● Understanding of a range of monitoring and evaluation methods including qualitative and quantitative methodologies of data collection ● Understanding of confidentiality and the implications of GDPR ● Experience of presenting data/findings in multiple formats e.g. reports or presentations to different audiences ● Open to change and continuous improvement, Innovative mindset and passionate about learning/training as required by Spring Community Hub ● Ability to remain calm in challenging situations and reinforce boundaries
--	---

	<ul style="list-style-type: none"> ● Ability to recognise and work within the boundaries of the role, including confidentiality, and the working protocols between agencies ● Strong sense of self, and ability to set and maintain boundaries and lead by example ● Ability to communicate effectively in person on a one-to-one basis and with groups, as well as over the telephone and in writing ● Excellent listening skills ● Ability to work collaboratively with colleagues and others. ● An understanding of Social Change and Social Justice and the diverse needs of socially excluded people ● Excellent communication and interpersonal skills, with the ability to interact effectively with our guests, colleagues, volunteers, and external partners. ● A compassionate and empathetic approach, with a genuine interest in the well-being of others. ● Proficiency in using relevant software for record-keeping and report generation. <p>This role is subject to a Disclosure and Barring Service (DBS) check.</p>
<p>Commitment to Equal Opportunities</p>	<p>All Staff, Contractors, Freelancers and Volunteers have a legal and moral responsibility to ensure that Spring Community Hub is free from discrimination, harassment and bullying</p> <p>We are an equal opportunities employer and we welcome applications regardless of sex, gender, and race, age, belief in any religion and none, gender identity, ethnic origin, class, sexuality, nationality, appearance, unrelated criminal activities, disability, responsibility for dependents, part-time or shift workers, being HIV positive or living with AIDS, lived experience of Significant Poverty or Inequality and any other matter which causes a person to be treated with injustice.</p>

	<p>We believe diversity is a strength, and our aim is to make sure that SCH reflects the communities we serve.</p> <p>SCH is working consciously working towards our organisation being a place where everyone can bring out their skills and talents and make their best contribution to our mission to support our guests along their journey to move on and achieve full social, economic and emotional independence to live healthy lives in a community which supports each other.</p> <p>We know that the more perspectives, voices, and experiences we can bring to this work, the better. We particularly welcome applications from people who have lived experience of Significant Poverty and Inequality and people from all marginalised groups, communities and backgrounds.</p>
<p>Responsible for staff/equipment</p>	<p>Volunteers/Phone/Laptop</p>
<p>Reporting to...</p>	<ul style="list-style-type: none"> ● Operations Manager
<p>Why Join us / Benefits</p>	<ul style="list-style-type: none"> ● A warm, welcoming and passionate working environment. ● People-focussed with a friendly and supportive workplace culture ● We are a London Living Wage Employer ● An active commitment to equality and diversity ● We offer continuing opportunities for learning, and personal and Professional development together with regular supervision, training and support for all our staff and Volunteers. ● Generous annual leave entitlement: 33 days annual leave (including bank holidays) ● Company pension scheme. ● Frequent Team Away Days and Celebrations, as part of a friendly and collaborative team

<p>How to Apply</p>	<p>Email CV and supporting Statement of no more than 2 A4 pages Demonstrating your experience and How you meet the Person Specification, Key Competencies outlined in the Role Description</p> <p>Please also include the names of 2 referees, one of whom should be your current or most recent employer (references will not be taken up until after interview for the successful candidate)</p> <p>To: selina.boshorin@springcommunityhub.org.uk</p> <p>Closing Date: Friday 13th October 2023</p> <p>Interviews to be held Virtually: W/C Monday 23rd October 2023</p>
<p>Application process:</p>	<ol style="list-style-type: none"> 1. Submit your CV with a Supporting Statement. 2. If you are shortlisted you will be invited to a formal interview which will consist of the following 2 Sections: <ul style="list-style-type: none"> • Delivery of a 10-minute Presentation (all details will be shared prior to the interview) • A 30-minute Panel Interview with the Compliance and Development Manager/ SLT/ (Questions will be shared with you prior to the interview so that you can prepare)
<p>Accessibility</p>	<p>We want our recruitment process to be as accessible as possible. If you need us to make an adjustment or provide additional support as you apply for a role, please contact our Head of Compliance and Development (selina.boshorin@springcommunityhub.org.uk) to discuss how we can help.</p>