

Impact and Evaluation Manager

Reporting to: Head of Organisational Development

Location: Deptford, London

Hours: FTE - 35 hours

Contract Type: Three year fixed term

Salary: £35-38,000

About FareShare

This is a great opportunity to join a unique, award-winning organisation.

At FareShare, we fight food poverty by tackling food waste. We source food that is surplus to requirements - from food retailers and manufacturers - and engage many volunteers to help redistribute this to local charities and community groups that provide meals to vulnerable people (individuals who are homeless, unemployed, socially isolated, recovering from addictions).

FareShare now operates 21 Regional Centres around the UK. The majority of these are run by local charitable organisations we call our Delivery Partners. This enables us to be a UK-wide organisation yet also think and behave with local concerns at the heart of our actions. We support over 7,000 local charities and groups - our Community Food Members. Over the past year 13,000 tonnes of food were redistributed by FareShare Regional Centres nationwide, feeding 500,000 people every week. We operate across 1,300 towns, cities and villages and we save UK charities and community groups more than £23 million each year.

Hunger is a growing issue in the UK and while there is surplus food that is otherwise going to waste, we believe that this food should be used to feed people first. Demand far outstrips supply.

FareShare's Strategy & Vision

Vision: We have the vision of a UK where "No good food goes to waste".

Mission: To use surplus, fit for consumption, food to feed those who are vulnerable in the UK by supporting front line charitable organisations that tackle the cause and not just the symptoms of food poverty.

FareShare aims to be an equal opportunity employer

Our Purpose: We are doers. We are a community. We change lives.

Our Values:

- **Passion** - for our cause and the challenge that lies ahead
- **Ambition** - to go the extra mile and drive the change that must happen
- **Respect** - for ourselves, each other, our volunteers, our partners and our beneficiaries
- **Collaboration** - it's only by working with others that we can be stronger
- **Focus** - on providing the best service possible so that we deliver and achieve the most for our clients/customers.

Main purpose of this role

The Impact and Evaluation Manager is an exciting new role to drive excellence in measuring our impact. You will help shape the future of the charity by working with colleagues across FareShare to drive service improvement and innovation. Your role is central to creating an evidence-based culture and embedding evaluation into service development and delivery across our service.

This is a new and exciting role that will support the growth of FareShare, who - with the support of the Big Lottery Fund over the next 3 years - will be significantly increasing our scale, reach and impact across the UK. We are looking for someone who will thrive in a fast-growing and rapidly changing charity, who can balance strategic needs with the reality of our frontline work.

This role is funded by the National Lottery through the Big Lottery Fund for a period of 3 years.

Job responsibilities

- To lead the development of robust frameworks and tools to a) evaluate whether we are delivering our mission and b) where we could improve our service to customers and stakeholders
- To lead the development of FareShare's monitoring and evaluation strategy
- To lead on collaboration with and sharing learning across the FareShare network
- To produce high quality impact reports for donors (especially the Big Lottery Fund) and internal stakeholders and to run dissemination events as needed
- To promote a culture of evidence-based practice and use of insights to drive improvements
- To lead on evaluations of service improvement, ensuring they are relevant and robust to inform decision-making about future sustainability and rollout
- To empower managers to quickly investigate service delivery issues and challenges as they arise, via real-time data and evaluation
- To support the development of financial assessments, for example return on Investments or Cost Benefit analysis
- To support the Head of Department roles to define relevant and informative feedback and data collection systems
- To ensure our approach to evaluation is adequately funded, working with colleagues in Fundraising

Person Specification

Knowledge and skills (essential):

- Experience of designing, executing and embedding measurement frameworks
- In-depth knowledge of research and evaluation methods, tools and techniques
- Experience of conducting research and evaluation studies in a range of contexts

- Ability to work with internal and external stakeholders to deliver results
- Ability to build strong and effective alliances and relationships across multiple locations
- Communication, presentation and influencing skills, including at a senior level
- Good written skills, with track record in report writing
- Experience of using insight from data and research to add value
- Experience of training others and upskilling across an organisation
- Creative thinking
- Good at working to deadlines
- Project management and budget management experience
- Strong IT skills, including Microsoft Excel and PowerPoint, as well as a wider range of project management, CRM and internal communication tools
- Appetite to be part of a fast-growing organisation that is rapidly expanding its systems and processes

Knowledge and skills (desirable):

- Experience of working in the third sector, including reporting to major funders
- Experience of briefing and managing external consultants
- Experience of building contacts with and working alongside academic partners
- Agile project management experience, or an appetite to upskill
- Ability to present information in visually innovative and interesting ways
- Experience of collaborating with a) fundraisers b) a dedicated IT and data team
- Experience of working with Salesforce
- Experience of using or shaping the development of, business intelligence and reporting systems such as PowerBI (our current system), Tableau or Qlik.
- Experience of linking top-level strategy and ground-level research