



# Research and Evaluation Officer

## Fulfilling Lives

### Job Description

Ref: 946

#### 1. Job Title:

**Research and Evaluation Officer** - South East Fulfilling Lives Multiple and Complex Needs Project.

#### 2. Job Summary:

To work as a member of the central project team for the South East Fulfilling Lives Multiple and Complex Needs Project to increase the Project's evaluation and research capability. The purpose of the South East Fulfilling Lives (SEFL) Project, which is funded by the National Lottery Community Fund, is to bring about lasting change in how services work with people with multiple and complex needs. It is a systems change project with a key aim of monitoring and evaluating the impact of designing and delivering better connected services and for this evidence to inform future policy and commissioning.

Working with the project's Learning and Impact Manager, the post holder will undertake a number of research and evaluation activities across the project. This will include supporting the national evaluation, coordinating internal project evaluation activities and developing methods to share the project's learning with external stakeholders.

#### 3. Location:

Brighton, and across all 3 Fulfilling Lives (FL) sites as necessary

#### 4. Responsible to:

Senior Manager, Fulfilling Lives  
Learning and Impact Manager, Fulfilling Lives

#### 5. Significant Working Relationships:

- a) Senior Manager
- b) Learning and Impact Manager
- c) Data & Information Officer
- d) Media and Communications Officer
- e) Service User Engagement Coordinator
- f) Local and national evaluators
- g) Colleagues within FL across all three project locations

#### 6. Tasks:

- To work with the Learning and Impact Manager to coordinate the project's research and evaluation activities and ensure these activities are of a high standard.
- Provide support and guidance to staff, volunteer, and student researchers (when applicable) in conducting research and analysis.
- To assist in the training of peer researchers within the project to ensure sufficient resource to deliver the research activities to a high standard.

- To actively promote and facilitate service user participation in all project evaluation activities.
- To oversee the review, coordination, timely completion and analysis of annual client interviews, client exit interviews, staff, and volunteer annual surveys.
- To work with the project's Data & Information Officer to analyse trends in the client data, identify themes and co-produce evidence to support project learning.
- To bring innovative thinking and methods into the project, in terms of research practices and creative ideas for specific pieces of work.
- To represent the project at relevant local and national forums and keep abreast of local and national developments for FL project evaluation, as directed by the Learning and Impact Manager.
- To support the production of monitoring and evaluation reports, quarterly and annually in line with the National Lottery Community Fund reporting cycle. To support the production of impact reports and other publications to evidence the effectiveness of specific aspects of project delivery, written to a high standard in a variety of formats, e.g., reports, blogs, articles.
- To maintain contact with research and evaluation colleagues working in other Fulfilling Lives projects nationally to share learning, present findings, and to devise common research tools specific to achieving the Fulfilling Lives national Programme aims.
- To identify academic research channels and write for this audience where possible to share learning and present findings specific to achieving the Fulfilling Lives national Programme aims.
- To provide expert advice on appropriate methodologies (including cost benefit analysis and narrative analysis of client interviews) for undertaking research and applying them to the work.
- To develop knowledge and practice, to fulfil the role as an effective resource for the Project and the national Fulfilling Lives Programme.
- To be an expert resource to project colleagues in the development of good practice guidance on evaluation methods.
- To design and deliver training in survey design or other aspects of research activity to colleagues and volunteers.
- To provide analysis of statistical reports on a range of topics to the project's Core Group and other strategic stakeholders, as directed by the Senior Manager.
- To attend relevant training and access specialist advice where required to meet the above responsibilities.
- To support the constructive interface of the service user involvement, systems change, and delivery aspects of the project.

It is the duty and responsibility of each employee to familiarise and comply with, Brighton Housing Trust's health and safety policies and procedures. You are responsible for taking care of yourself to avoid injury to yourself and other persons who may be affected by your acts or omissions at work. You will be required to co-operate with BHT and others in meeting statutory requirements.

For confidentiality and data security: whilst working for BHT you may gain knowledge of confidential matters which may include manual, electronic personal and medical information about our Board Members, Staff, clients, residents or third-party contacts. Such information

must be considered strictly confidential and must only be used for the purpose for which it was obtained for. Failure to observe BHT's GDPR & Data Protection policies and procedures could lead to disciplinary action. In addition, you must comply and handle personal data securely in accordance with BHT policies and procedures, including the IT Security Policy and Computer Use Policy.

Adherence to and ensure compliance with BHT's Safeguarding Policy and Procedure at all times. If, in the course of carrying out the duties of your role, you become aware of any actual or potential risk(s) to the safety or welfare of clients, these concerns must be reported to your line manager in the first instance.

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.