

Job Description

Job title	Evaluation & Performance Analyst
Reporting to	Senior Evaluation & Performance Analyst
Responsible for line managing	None
Salary	Grade C of Mind's salary scales
Directorate	Infrastructure
Hours of work	35 hours per week, full time
Located at	Stratford, Cardiff
Type of contract	(x1) Permanent and (x1) FTC 12 month

About Mind

We are Mind. We are here to fight for mental health. For support. For respect. For you.

We connect minds. We bring together people who care about mental health.

We support minds. We develop new ways to deliver life change support.

We change minds. We speak out and demand better from policy makers & the public.

Together, we are Mind. We work together to become a more inclusive & effective organisation.

Purpose of Job

You will support the delivery of high-quality evaluations of Mind's work, monitor our organisational performance, and transparently share our impact & learning, in order to mobilise the change needed to achieve our strategic ambitions.

Scope of the job

As part of the Strategy & Insight team, you will work across the organisation to guide, challenge and provide practical support for the planning and implementation of Mind's strategy.

You will help to conduct in-house evaluations of Mind's flagship programmes and other charitable activities to help the organisation understand & improve its impact. You will also support the commissioning of external evaluation partners, where appropriate.

You will also help to support regular monitoring of organisational performance. Your analysis of progress towards strategic objectives & key results will allow trustees, Directors & internal governance groups to scrutinise implementation of Mind's strategy by ensuring that they have access to reliable & timely insights to inform their decision making.

Mind is committed to becoming a proudly anti-racist organisation. You will be supported to actively identify opportunities to contribute to the change needed to achieve this commitment. We are particularly keen to hear from applicants from ethnic minority communities.

Key responsibilities

1. Support regular monitoring of organisational performance – including quarterly performance reporting & production of annual reviews.
2. Conduct in-house evaluations of Mind’s flagship programmes and other charitable activities – using mixed methods – to allow the organisation understand & improve its impact.
3. Support the commissioning & contract management of external research providers.
4. Facilitate meaningful involvement of people with mental health problems in evaluation projects and reviews of organisational performance.
5. Work within established budgets for restricted-funded evaluation projects – ensuring that work is delivered within budget and regularly reporting on spend.
6. Deliver training on research methods for Mind staff – helping them to become better consumers & producers of evidence.
7. Present insights in an accessible and engaging way to ensure that teams across Mind have access to reliable, relevant, and timely evidence to inform their work.
8. Synthesise analysis of evaluation insights & organisational performance data. This will be used to help trustees, Directors & internal governance groups scrutinise implementation of Mind’s strategy.
9. Contribute to the continuous improvement of Mind’s policies and ways of working relating to research – including updating Mind’s Research Framework, as appropriate.
10. Undertake any and all other reasonable and related tasks associated with this role.

Expectations

You will be expected to:

1. Deputise for Senior Evaluation & Performance Analysts, where appropriate.
2. Travel to meetings in England & Wales, and occasionally work unsociable hours.
3. Contribute to making Mind a proudly anti-racist organisation.
4. Have flexibility in undertaking the role and undertake other duties that may be necessary, from time to time.

Person specification: Evaluation & Performance Analyst

Experience

1. Experience of conducting programme evaluations which draw on both qualitative and quantitative methods.
2. Experience of effectively communicating evaluation findings to a range of different audiences.
3. Experience of project management – ensuring that work is delivered within set deadlines and budgets.
4. Experience of analysing complex information to draw actionable learning.

Knowledge

1. Understanding of how to influence and negotiate effectively.
2. Understanding of best practice for involving people with experience of mental health problems in shared decision making.

Skills/ Abilities

1. Good analytical and problem-solving skills, with the ability to perceive the wider strategic implications of decisions and recommend the most appropriate way forward.
2. Good communication, facilitation, and presentation skills – with the ability to summarise information rapidly & draft high-quality reports.
3. Ability to use own initiative, work unsupervised, and manage multiple priorities to meet objectives and deadlines.
4. Good IT skills, including excellent knowledge of Microsoft and data analytics/ statistical software.
5. Willingness to travel and work some unsociable hours.

Desirable criteria

1. Experience of participating in corporate planning and/or strategy development processes within the charity or public sectors.

2. Experience of commissioning and/or contract managing external research partners.
3. Experience of working in mental health and/or a related social care or health sector.
4. Direct or indirect experience of mental health problems.