



# Evaluation & Performance Manager (Maternity Cover)

## Job description

<b>Grade</b>	E
<b>Type of contract</b>	Fixed term – 12 months maternity cover
<b>Directorate</b>	Infrastructure
<b>Team</b>	Strategy & Insight
<b>Reports to</b>	Head of Strategy & Insight
<b>Responsible for</b>	3 x Senior Evaluation & Performance Analysts
<b>Location</b>	Flexible - likely to be hybrid mix of homeworking and time in Stratford/Cardiff office
<b>Hours</b>	35hrs p/w

## About the role

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 lead Mind's approach to evaluation and organisational performance monitoring:

- Working with Strategy & Planning Manager to set meaningful objectives & key results for the strategy (and contribute to annual strategy reviews)
- Analysing organisational performance and regularly reporting on impact to internal governance groups, trustees, funders, and the public (e.g. annual impact report)
- Co-ordinating the planning and delivery of Mind's portfolio of internal and external evaluation projects which improve the impact of Mind's work and contribute to the measurement of the charity's strategic objectives.
- Sharing insights to inform the design and delivery of future work



- Work with colleagues across Strategy & Insight and Organisational Change teams to identify opportunities to significantly improve Mind's ways of working and increase our impact.

## Key Responsibilities

1. Work with the Head of Strategy & Insight to ensure that robust analysis of organisational performance informs strategy development and corporate planning.
2. Work with the Strategy & Planning Manager to set meaningful objectives & key results for the strategy and annual business plans.
3. Facilitate meaningful involvement of people with mental health problems in evaluation projects and reviews of organisational performance.
4. Oversee regular monitoring of organisational performance – including quarterly performance reporting & production of annual impact reports.
5. Develop and manage budgets for large and complex projects - working with Finance, Business Development, Fundraising, and project staff to ensure appropriate costings, application of consistent pricing, and the best value for Mind.
6. Provide input on evaluation approaches as part of programme development and fundraising bids – providing a strategic focus to the selection of outcomes and methods.
7. Synthesise and present insights in an accessible and engaging way to ensure that teams across the Mind federation have access to reliable, relevant, and timely evidence to inform their work.
8. Lead the evaluation of new areas of work arising from Mind's successful development bids. This will involve designing in-house evaluation projects or commissioning external organisations to undertake this work on our behalf.
9. Help to develop and maintain strategic relationships with local and national research stakeholders, resources, and networks. This may include representing Mind's interests on appropriate external working groups and forums.



10. Synthesise analysis of organisational performance to support trustees, Directors & internal governance groups to scrutinise implementation of Mind's strategy – ensuring that they have access to reliable & timely insights to inform their decision making.
11. To plan and organise your own work and that of direct line reports - identifying and resolving operational issues and taking responsibility for continually improving team performance.
12. Undertake any and all other reasonable and related tasks associated with this role.

## Expectations

We are committed to becoming actively anti-racist in everything we do. This is a critical priority for Mind. We embrace diversity and understand that being an inclusive organisation, recognising different perspectives, will enable us to provide excellent services. We are committed to ensuring all our employees are treated fairly and equitably at work and promoting equity in physical and mental health for all.

You will be expected to:

1. Deputise for the Head of Strategy & Insight, where appropriate.
2. To attend and contribute to supervision and appraisal process, meetings, training, and other events as required.
3. To adhere to relevant legal and statutory requirements including the Data Protection Act (ensuring an appropriate level of confidentiality at all times), Health and Safety at Work Act (ensuring H&S of own and others at all times) and any other relevant/charity law.

All members of staff at Mind are expected to embody our mission, values and competencies. This includes an expectation that they will:

- Show passion for what Mind does and the changes that we are making for people with mental health problems.
- Work collaboratively across teams, departments, locations and organisations.



- Stand up for what they believe is best and trust in themselves and each other.
- Be open to others and ourselves and show a commitment to learning.
- Be open to change and respond flexibly and quickly to the changing world.
- Demonstrate organisational awareness and see the bigger picture while working towards objectives.
- Communicate effectively, ensuring their messages are understood and that they strive to understand others.
- Value diversity and treat others with respect, showing sensitivity towards differences, promoting and encouraging diversity, and building on people's different skills and talents to enhance the quality of their own and other's work.
- Take responsibility for their decisions.
- Attend and contribute to Mind staff training and any other training identified as appropriate for the post.
- Occasionally travel to meetings in England and Wales and/or work unsociable hours, which may require the need for an overnight stay, evening and weekend work.
- Ensure that all responsibilities and activities within their post are consistent with the terms and spirit of Mind's mission, vision, values, policies and procedures.
- Adhere to relevant legal and statutory requirements including the Data Protection Act, Health and Safety at Work Act and relevant charity law.
- To be prepared to work flexibly (e.g. hot-desking, home-enabled working) according to business need
- Maintain an appropriate level of confidentiality at all times.
- Contribute to making Mind a greener workplace.



# Person specification

## Essential criteria

### Experience

1. Significant experience of managing complex projects – effectively managing stakeholders & risks to meet agreed targets and timescales.
2. Experience of corporate planning and/or organisational performance analysis within the charity or public sectors.
3. Experience of successfully coordinating multi-disciplinary teams, including senior colleagues, to work on cross-organisational priorities.
4. Experience of analysing complex information to draw actionable learning.
5. Experience of delivering training and briefings – ensuring concepts, processes and procedures are explained simply and are engaging for a wide range of stakeholders.

### Knowledge

1. Excellent understanding of a range of research methods and analytical techniques, and their application in applied settings.
2. Good understanding of how to influence and negotiate effectively.
3. Good understanding of best practice for involving people with experience of mental health problems in shared decision making.

### Skills/ Abilities

1. Excellent communication, facilitation, and presentation skills – with the ability to summarise information rapidly & draft high-quality reports.
2. Excellent analytical and problem-solving skills, with the ability to perceive the wider strategic implications of decisions and recommend the most appropriate way forward.
3. Strong quantitative and/or qualitative research methods expertise and proven track-record of designing complex research project.
4. Ability to quickly establish personal credibility and to develop and maintain effective relationships with organisations and individuals with differing perspectives and agendas.
5. Ability to use own initiative, work unsupervised, and manage multiple priorities to meet objectives and deadlines.
6. Strong IT skills – including word processing, producing presentations, managing spreadsheets, and using analytical software (e.g. SPSS; R; etc).
7. Willingness to travel and work some unsociable hours.



## **Desirable criteria**

1. Experience of line management.
2. Experience of working in mental health and/or a related social care or health sector.
3. Direct or indirect experience of mental health problems.