

# Position Profile

## Manager, Impact Measurement

### Position

This position is within National Office. It is part of the Practice and Impact Management Team.

- ☒ This position reports to the Director, Practice and Impact Management
- ☐ Reporting line may vary depending on location and service size
- ☐ This position does not have any direct reports   ☐ This position may have direct reports, positions vary
- ☒ This position has the following direct reports: Senior Evaluation Officer, Client Insights Analyst
- This position is designated Band 5 under the *Schedule of Authorities and Delegations*
- ☐ This position is a budget holder   ☐ This position has designated revenue targets
- ☐ This position is an Aboriginal & Torres Strait Islander identified position
- ☒ This position may require a working with children related clearance

### Purpose

The purpose of this position is to support the implementation of impact measurement across TBS programs and services to enable improved client outcomes, service delivery, practice, and system change initiatives.

### Focus

**To achieve this purpose, the position holder would typically:**

- Work collaboratively with Managers, Directors, and the Executive to plan evaluation priorities and guide impact measurement, including the use of the client voice.
- Develop and implement monitoring and evaluation frameworks, systems, and tools to facilitate impact measurement across the organisation.
- Provide expertise, guidance, training and coaching on the use of impact and client voice data to inform service delivery, practice, and system change improvements.
- Ensure that service and program level evaluation is conducted in accordance with contractual requirements and strategic priorities.
- Monitor and review relevant best practice evaluation methodologies to ensure ongoing relevance and currency of the organisation's evaluation activities.
- Provide advice and guidance on data governance and standards to improve data quality and ensure appropriate data collection and use.
- Work with Senior Leaders to build capability in effective data management and the business as usual use of client voice and impact data.
- Oversee data collection systems and data analysis using appropriate statistical techniques to identify trends, strengths, and improvement opportunities.
- Undertake data extraction and creation of project-specific datasets, ensuring confidentiality of clients and service providers as needed.
- Work collaboratively with others in the Practice and Impact Measurement Team to support the implementation of impact measurement and the continuous improvement of quality practice.
- Prepare and communicate reports and feed findings into quality improvement processes.
- Provide effective leadership of the Impact Measurement team and the impact measurement and client voice program of work.
- Collaborate and network with other relevant organisations and stakeholders on impact benchmarking and initiatives.

**When things are going well we would expect to see these outcomes:**

**Outcomes**

- Robust, accurate and timely reporting of organisational impact is readily available
- Monitoring and evaluation initiatives are well planned, implemented to schedule and achievements are celebrated
- Impact measurement is part of the business-as-usual approach in all services throughout the organisation and is used to evaluate and improve service delivery and practice
- Client voice and impact data is used by leaders to inform decision-making, continuous improvement, innovation and business planning
- TBS is able to monitor its impact with other comparable organisations
- The Benevolent Society staff understand the role of evidence and can contribute to quality data collection, and using the information to drive performance improvement and impact
- The Benevolent Society staff present at industry forums on service evaluation and improvement

**We work collaboratively with others, however this position works close closely with:**

**Relationships**

**Within The Benevolent Society:**

- Practice and Impact Management Team
- Impact and Engagement Team
- Data and Information Architect
- Directors, Managers and Team Leaders within services operations

**Outside The Benevolent Society:**

- Community service providers and funders
- Industry forums

**To achieve the position purpose and outcomes the position holder will need to have:**

**Individual**

- Relevant tertiary qualifications in evaluation or related field in the social sciences, with expertise in quantitative and qualitative evaluation design
- Significant experience running evaluation programs in the human services sector
- Highly developed skills in understanding, analysing, interpreting and presenting data
- Demonstrated track record of developing and implementing whole of organisation impact measurement frameworks
- Experience in qualitative and quantitative analysis of results using large data sets
- Strong management skills including troubleshooting, managing multiple deadlines
- Ability to engage proactively with Directors and Managers across a range of functions to understand, develop and communicate measurement frameworks
- A passion for developing, understanding, and harnessing evidence to improve service delivery, inform decision-making and influence systems change to end poverty in all its forms
- Ability to present complex information simply to a range of audiences
- Experience using data collection platforms (e.g., Qualtrics or similar)
- Ability to work creatively and collaboratively to deliver timely, relevant, and effective results
- Highly organised with excellent administration and problem solving skills

**This position may require some flexibility in terms of travel or hours of work:**

**Travel**

- ☒ Overnight travel/stays may be required
- ☒ Some weekend work may be required
- ☒ Some evening work may be required
- ☒ Travel between office locations/regions may be required
- ☐ Travel to clients (varied locations) may be required
- ☐ Use of own registered, insured motor vehicle for business purposes may be required
- ☒ Use of TBS pool cars may be required

All of us might need to travel occasionally to attend learning opportunities, meetings or other key events.

## Context

### Those with knowledge of this position say the things that might make your day are:

- Senior Leaders are proactively using client voice and impact data to improve service delivery and practice
- Working with a high performing team to ensure great outcomes for the people and communities we serve
- The organisation demonstrates a culture of good data management
- Analysis of results informs quality practice, identifying trends, strengths, and opportunities for improved client outcomes

### Those with knowledge of this position say some key challenges you might experience are:

- Wide variety of data sources and lack of consistent, reliable and comparable data
- Tight timelines and conflicting deadlines
- Senior Leaders engagement and willingness to take on data collection and evaluation responsibilities may be challenging given their limited resources and capabilities

## Approvals

### Approver

Director, Human Resources

Date: 11 October 2022

Position Code:

### Review history

V1.1 Release

### Advertising

This Position Profile is not intended as an exhaustive description of the position, accountabilities or associated duties. The Benevolent Society may alter or adjust this Position Profile at any time.