



JOB DESCRIPTION

HEAD OF IMPACT & EFFECTIVENESS

Responsible to:	Director of Operations & Finance
Responsible for:	Senior Compliance Officer, Cross-Programmatic Projects Manager, Support & Development Assistant
Key Relationships:	Programme/Project Managers, Regional Directors, Senior Management Team
Contract:	1 year contract initially - subject to renewal
Working Hours:	Full time
Salary:	circa £35K
Location:	London

ROLE PURPOSE

The Head of Impact and Effectiveness ensures ARTICLE 19 delivers and evidences high-quality work that has a tangible impact on our target constituencies and beneficiaries. The role is responsible for developing and implementing systems to effectively plan, implement, capture, analyse and report the impact of our programmatic work.

You will be required to work closely with regional offices and programme managers to enhance our entire project planning lifecycle, including programme design, monitoring and improving the effectiveness and quality of our work and the production of timely and high quality evidence-based reporting. This work will not only allow us to meet increasing donor demands, but also to provide key information to senior management that will enable us to make better informed resource decisions.

With experience in programme delivery and strong technical competence in monitoring, evaluation and reporting methods, you will need excellent interpersonal and communication skills, plus the ability to lead and motivate others. A good understanding of the international human rights space and demonstrable ability to manage internal and external stakeholders are highly desirable.

KEY RESPONSIBILITIES

1. Impact & Effectiveness Framework:

Provide expertise on the whole project lifecycle, from design to reporting, in order to ensure ARTICLE 19 work is well-planned and implemented.

Lead the design and implementation of efficient organisational performance measurement (M&E) systems that allow accurate, reliable information to be collected and reported against

Review existing organisational project management and monitoring and evaluation tools and ensure their use consistently across the organisation

Strengthen organisational planning to ensure that performance measurement is considered as part of project design and delivery

Provide technical support and guidance to ensure that regional/country office and programme manager performance is systematically monitored and data for key indicators is identified and collected, analysed and reported.

2. Capturing Data:

Design, implement and maintain a robust quarterly reporting mechanism that serves organisational requirements (for internal and external audiences)

Lead on reviewing, analysing and synthesising monitoring data reported by all programmes on a quarterly basis

Identify gaps in data in a timely manner and support programme managers to ensure all information is adequately captured

Provide feedback to programmes managers and SMT on quality of data, performance and make recommendations for any adjustments / improvements required

3. The Production of High Quality Reports:

Use sound programme expertise to develop reports that provide meaningful information to internal and external audiences, and enable Senior managers, programme managers/regional directors to more effectively manage their programmes/offices.

Maintain a global overview of external reporting requirements and ensure their timely delivery

Manage and oversee the production of reports to ensure their accuracy, consistency and compliance with donor requirements

Produce the annual report

Provide targeted support to those projects with more complex reporting requirements

Work closely with Fundraising to ensure programmes proposed to donors are well-planned and deliverable.

Ensure that management responses to findings are documented and monitored for follow-up action and implementation

4. Capacity Building & Knowledge Management:

Lead the review and redevelopment of the organisational knowledge management platform to improve usability and functionality

Collate and disseminate findings across the organisation and promote a culture of learning

Oversee and support efforts in building core competencies in project management and monitoring and evaluation methodologies

Manage and mentor the M&E focal point (champions) network to ensure regional offices are supported to integrate best working practices and methodologies

PERSON SPECIFICATION

ESSENTIAL

Education/Training/Knowledge

- Educated to degree standard
- Knowledge of human rights and/or key freedom of expression issues, international human rights law and awareness of mechanisms for the protection of human rights.
- Knowledge of Results Based Management and M&E frameworks

Skills and Abilities

- Ability to distil what is important for managers to know from a large amount of data
- Ability to meet externally set deadlines and effectively manage conflicting priorities
- Ability to work on own initiative and to play a leadership role within an organisation
- Ability to manage a team with varying levels of expertise
- Ability to work under pressure and manage time effectively
- Excellent written and spoken English
- Excellent interpersonal communication skills

Experience

- Substantial experience in delivering impactful information to managers to allow for better organisational management
- Experience of leading programme delivery work
- Substantial experience of establishing and implementing organisational reporting, monitoring and evaluation systems using global indicators and organisational log-frames
- Substantial experience of working with and reporting to a diverse mix of statutory funders
- Experience of monitoring and managing data and results in order to produce annual reports
- Experience of conducting or organising training for colleagues with diverse M&E skills and experience
- Experience of engaging with donors on issues related to organisational learning and impact assessment
- Experience of managing evaluations in conjunction with field officers
- Experience of working within international development or human rights organisations

Other

- Must have the right to work in the UK
- Cultural sensitivity and commitment to equal opportunities

DESIRABLE

- Post graduate qualification
- Knowledge of at least one other language, particularly French, Spanish or Portuguese
- Experience of working in one of the regions where A19 is based