

**here  
for  
you** : **RAPE AND  
SEXUAL ABUSE CENTRE  
GLOUCESTERSHIRE**

**Monitoring & Evaluation Officer**

**Salary:** £20,000 pro rata per annum (Actual £12,000 per annum)

**Hours:** 22.5 hours per week to be worked Monday, Wednesday, Friday

**Responsible to:** CEO

**Office Base:** Gloucester

**Fixed Term Contract:** Permanent

**Pension:** 6% contribution by employer

**Annual Leave:** 27 days plus bank holidays (pro rata)

**Information related to the post:**

- Post is restricted to women under Schedule 9, Part 1, Equalities Act 2010
- Applicants will undergo an enhanced Disclosure and Barring Service (DBS) check prior to appointment

**Equal opportunities statement:**

GRASAC is striving to be an equal opportunities employer and we welcome applications from women from all sections of the community.

**Key Responsibilities**

**Monitoring, evaluation and Review:**

- a) To work alongside the GRASAC team to ensure that all service activity is recorded, monitored and evaluated and suggest improvements
- b) To provide specific data as required and to work with the CEO to write reports on service delivery as necessary
- c) Work with the CEO to provide monitoring returns for all relevant internal and external stakeholders, eg Ministry of Justice, Police and Crime Commissioner Office
- d) Support the Service Manager and team leader to ensure high consistency of service provision to each client

- e) Ensure all staff are trained in how to use Lamplight effectively including new and existing staff, providing ongoing support where needed
- f) Monitoring of website and social media to report on usage/client demographics for reporting
- g) To assist with new initiatives in relation to data collection and digital transformation.

### **Data Security**

- a) With Service Manager, ensure internal processes are shared with staff and report non-compliance to CEO.
- b) With Service Manager, ensure GDPR compliance – providing advice and information as needed.
- c) Retain data logs as necessary for risk register and respond to information requests in relation to data security.

### **General Responsibilities:**

- a) Assist the staff team with daily administrative tasks, for example, answering the telephone/door entry system
- b) To support GRASAC with fundraising events, awareness raising events/campaigns and activities
- c) To ensure that all work is carried out in line with GRASAC policies and procedures, Rape Crisis England & Wales National Service Standards, and Health & Safety legislation.
- d) To contribute to the ongoing development of the organisation by helping to improve systems and procedures
- e) To take a positive and proactive approach to problem solving in order to manage a varied workload and contribute to a positive working environment
- f) To attend team meetings, individual line management meeting and other meetings as directed
- g) Work with the team to facilitate effective communication across the organisation
- h) Updating social media accounts, including Facebook, Twitter and GRASAC website with the Office Manager.
- i) Support the Office Manager to monitor and update GRASAC's client leaflets and information booklets

## Person Specification

### Monitoring and Evaluation Officer

<b>Criteria: E = essential          D = desirable</b>	<b>E/D</b>
<b>Knowledge and Understanding</b>	
An understanding of working within an organisation that deals with sensitive and confidential information.	<b>E</b>
Experience and competent with working with Microsoft Office Applications/365, particularly Excel, PowerPoint and SharePoint.	<b>E</b>
Experience of working with performance data and knowledge of case management systems/uploading to portals.	<b>D</b>
Knowledge of data protection issues.	<b>E</b>
Knowledge and understanding of the impacts of sexual violence.	<b>D</b>
Understanding of and commitment to the aims and objectives of GRASAC.	<b>E</b>
Experience of working to ensure data security across an organisation.	<b>D</b>
Experience of working with outcome-focused monitoring systems.	<b>D</b>
Knowledge and experience of developing service user involvement mechanisms.	<b>D</b>
<b>Skills and Abilities</b>	
Ability to prioritise tasks and work to deadlines.	<b>E</b>
Ability to maintain up to date records and to collate and input monitoring and evaluation data.	<b>E</b>
An ability to collate and analyse data and present findings in a clear and comprehensive format.	<b>E</b>
An ability to create and manage administrative processes.	<b>E</b>
Clear and effective verbal and written communication skills and the ability to work in a confidential setting.	<b>E</b>
Ability to work as part of a team as well as without direct supervision.	<b>E</b>
Initiative, flexibility and the ability to work without direct supervision as well as contribute to effective team working.	<b>E</b>
An ability to work confidently and sensitively with client data.	<b>E</b>
Ability to be flexible and adapt to changing circumstances of the role and the organisation.	<b>E</b>
Excellent organisational skills	<b>E</b>
Demonstrated aptitude and ability to effectively work with people with a broad range of difference including their ethnic, cultural, social backgrounds, their gender, age, religious belief, disability and sexual orientation	<b>D</b>