

# Impact & Evaluation Project Manager

## Job Description

<b>Role:</b>	Impact & Evaluation Project Manager
<b>Place of work:</b>	Hybrid – Southampton Head Office, with regular remote working available
<b>Salary:</b>	Band F – £35,093.15 to £40,270.20 FTE, depending on experience
<b>Hours of Work:</b>	Full or part-time - 28 to 37 hours per week, over 4 or 5 days - Happy to talk flexible working
<b>Responsible to:</b>	Head of Fundraising & Development with project oversight from the Director of Central Services
<b>Responsible for:</b>	N/A
<b>Contract:</b>	Initial 12-month fixed-term, with possible extension subject to organisational need and future role requirements.
<b>Role Screening:</b>	DBS Basic Disclosure
<b>Essential Driver?:</b>	No

Here at No Limits, our mission is **to empower children and young people to reach their full potential through information, advice, counselling and support**. Our people are key in supporting us to achieve our aims and your role in this is outlined below.

We particularly welcome applicants from diverse backgrounds and those with experiences similar to the children and young people we help and support. We are committed to creating a diverse environment where people can be their authentic self, experiences and opinions are valued, and we all are open to learn from each other.

### Summary of the role

**The Impact & Outcomes Project Manager will lead No Limits' organisational approach to outcomes, impact and evaluation, creating the foundations for longer-term insight capability across the charity.**

This project role will help us make sure we are measuring the right things, in the right way, and using outcomes to better understand and articulate the difference we make to children and young people.

Working alongside service delivery colleagues, Fundraising & Development, our Data team and the Child Outcomes Research Consortium (CORC), you will support the development and embedding of No Limits' organisational Theory of Change, outcomes framework and service logic models. The role will support managers to better understand the outcomes their services contribute to, how these link to No Limits' wider impact, and how they should be captured through our systems and day-to-day practice.

You will help us develop a clearer and more consistent approach to outcomes, including how new services connect to the wider No Limits picture. This includes identifying high-level organisational outcomes, strengthening how we collect evidence through Dynamics, and helping us demonstrate the wider social and economic benefit of our work.

You will also support the evaluation of a small number of priority projects or service areas, applying the developing outcomes framework in practice and helping us build stronger evidence of impact for funders, commissioners and partners.

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### Main duties and responsibilities

#### Impact, Outcomes and Evaluation

- Act as organisational lead for the outcomes and evaluation project.
- Work alongside CORC, the Head of Fundraising & Development, Director of Central Services, Heads of Service and managers to develop No Limits' organisational Theory of Change and outcomes framework.
- Support managers and service teams to review and strengthen service logic models, ensuring they identify meaningful outcomes and reflect practice and the experiences of children and young people.
- Review opportunities for a consistent organisation-wide outcome measure, or small suite of measures, recommending an approach where appropriate.
- Establish an initial approach to demonstrating social and economic value, identifying what can be evidenced now and what needs to be developed over time.

#### Evaluation, Reporting and Learning

- Lead or support evaluation activity for a small number of priority projects or service areas, including the Advice Centre evaluation where required.
- Agree the scope, methods and outputs for evaluation activity with relevant colleagues, ensuring this reflects service learning and funder requirements.
- Use qualitative and quantitative evidence to identify learning, impact, gaps and opportunities for improvement.
- Produce clear findings, recommendations, reports, briefings and summaries to support service learning, decision-making and external reporting where appropriate.
- Provide outcome and evaluation evidence to support funding bids, tenders, funder reports and commissioner discussions, working alongside Fundraising & Development colleagues.

#### Embedding Practice and Systems

- Work with managers and staff to build confidence and understanding of outcomes, impact and evaluation, ensuring the work feels useful to services rather than simply adding reporting requirements.
- Develop practical guidance, tools and training to support consistent outcome measurement and evaluation practice across No Limits.
- Work closely with the Head of IT & Data, Data Product Manager and wider Data team to ensure Dynamics redevelopment captures the right evidence, outcome measures and reporting requirements.
- Identify gaps, duplication or inconsistency in current outcome recording and recommend practical improvements.
- Develop a clear handover plan and roadmap for the future Insight Manager role.

#### General duties

- Keep up to date with knowledge, issues and external developments that may impact on the organisation or your work area.
- Demonstrate work practice in line with No Limits policies and procedures and ensure statutory and legal obligations are met.
- Demonstrate an ongoing commitment to the safeguarding of children, young people and vulnerable adults.
- Use resources appropriately and record accurate records of hours and expenses in line with No Limits (hours/sick/holidays) contracts and policy.
- Demonstrate a commitment to equity, diversity and inclusion and participation of children and young people, ensuring that principles and practice are implemented within your work area.
- Attend training and meetings as required and participate in regular one-to-ones.
- Maintain accurate records and systems, both online and paper-based.

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- Support the implementation of No Limits strategy, promoting our mission and values through delivery of your personal objectives.
- Ensuring personal knowledge and skills are updated to ensure effectiveness in meeting work requirements.
- Contributing to the positive image of No Limits with children and young people, parents, partners and the local community working with the team to ensure a full service is provided at all times, providing cover as necessary.
- Undertake any other duties as may be reasonably prescribed by No Limits, appropriate to the scope and grade of the role.

The purpose of this job description is to focus on the main responsibilities of the role. The list of duties for which the postholder is responsible may, within reason, vary at the discretion of No Limits.

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### Who you are

Below we've described the areas that we've identified are required for the role. We will use this to manage our selection process and to identify any learning and development needs for you once in post.

At No Limits, we value growth and may make recruitment decisions where not all essential areas are met, where you're able to show your commitment to ongoing learning and development.

#### You'll have the essentials of:

- ✓ Experience supporting or delivering outcomes, impact, evaluation, service improvement or organisational change work in a charity, public sector or similar context.
- ✓ Experience working with services, managers or stakeholders to understand practice and turn this into clear plans, frameworks or practical tools.
- ✓ Ability to work with qualitative and quantitative information to identify learning, impact, gaps or opportunities.
- ✓ Strong project coordination skills, with the ability to manage activity across multiple people, priorities and deadlines.
- ✓ Strong communication skills, with the ability to explain outcomes, impact or evaluation clearly to non-specialists.
- ✓ Confidence working collaboratively with managers and staff, including supporting people to engage with new approaches.
- ✓ A thoughtful and ethical approach to gathering and using evidence from children, young people or communities.
- ✓ A commitment to personal growth, continuous development, and applying learning to your work.

#### You may also have:

- ✓ Familiarity with Theory of Change, logic models or outcomes frameworks.
- ✓ Experience contributing to evaluation reports, impact reports, funding bids or commissioner reporting.
- ✓ Experience working with CRM systems, databases, dashboards or reporting tools.
- ✓ Experience or interest in social value, economic impact or demonstrating wider system benefit.
- ✓ Experience or interest in trauma-informed and participatory approaches to evaluation.
- ✓ Lived experience of one or more areas that No Limits support children and young people.

### What you value and demonstrate

No Limits' values underpin how we do things at No Limits. As one of our team, you'll use our values to guide you, maintaining integrity and keeping the organisation, the children and young people we support at the heart of your actions and decisions.

#### You'll demonstrate and apply No Limits values of:



Safe



Inclusive



Empowering



Trustworthy



Respectful