Community Research and Evaluation Officer
Job Description and Person Specification

Job Title:	Community Research and Evaluation Officer
Contract type:	1-year fixed term, with the possibility of extension
Hours per week:	21-35 hours (3-4 days/60-80% full-time equivalent)
Location:	Hybrid - primarily home working with occasional working from other locations within Hampshire, and some project-related travel throughout Hampshire and neighbouring regions)
Salary:	£29,500 per annum, full-time equivalent

Action Hampshire believes in the importance of community voice, and especially supporting underserved communities to have their voices heard as part of the impact we want to see:

Voluntary, community, faith and social enterprises (VCFSEs) and communities take collaborative action in partnership with other sectors, that improves health and wellbeing and increases fairness and inclusion.

The role will work closely with the Community Research and Evaluation Lead to deliver high-quality research projects with communities, which is key to every part of our mission.

Action Hampshire's mission has four strands:

1. Advocate for and amplify the voice of the VCFSE sector and their communities
2. Build strong partnerships, networks, and connections between VCFSEs, their communities, and the public and private sectors
3. Support and resource the VCFSE sector with research, evaluation, training, and funding
4. Deliver capacity-building community engagement via the Action Hampshire Way

Job Purpose:

To support, develop and expand the community-led research, consultation, evaluation and impact measurement work of Action Hampshire, contributing to our mission.

To support the design, delivery, evaluation, and resourcing of projects across the organisation, by providing high-quality project delivery as a member of several project delivery teams, with a focus on our consultation (including our rural housing enabling project), evaluation, community-led research and impact measurement work.

This is a multi-faceted role, with opportunity to grow and develop. You'll work across the organisation, involved in many different projects and collaborating with colleagues across the team.

Key responsibilities:

- Work collaboratively as part of several project delivery teams to enable the successful design and delivery of projects in the following areas: community-led research, consultation, evaluation and impact measurement
- Manage relationships with a wide range of stakeholders across the public, private and voluntary sectors to support the development of the programme and delivery of programme objectives
- Working with the business development specialist, take a lead on developing the content for certain bids for new evaluation, consultation and community research projects
- Coordinate certain consultation, evaluation or community research projects:
    - Design impactful community research and evaluation projects, using appropriate methodologies, aligned with Action Hampshire's mission and purpose
    - Work with partners, funders and key stakeholders, such as VCFSE organisations, parish councils and the integrated care board, to develop accessible and targeted community engagement and data collection that produces high-quality insights
    - Analyse data and create accurate, insightful, and clear reports, ensuring findings are presented in accessible ways for statutory organisations, policy makers, funders and community members, and participants are informed every step of the way
- Support high-quality research that can inform service development and influence policymakers, such as State of the Sector reports and rural housing needs surveys
- Keep up to date with developments and policy in your areas of work such as increasing participation of underserved communities in research and DEFRAs rural housing policies
- Engage in a collaborative way with VCFSE organisations, community members, researchers and research organisations
- Along with the community research and evaluation lead, and the impact team, support the embedding of Action Hampshire's theory of change and impact measurement toolkit across all staff so that Action Hampshire can demonstrate our own impact increasingly effectively. Contribute to data protection across the organisation.
- Monitor and evaluate projects and activities against programme outcomes and VCFSE/community needs
- Prepare project budgets and plans and manage the allocation of resource to ensure the efficient and effective delivery of the work programme.
- Follow relevant systems and processes, and use appropriate tools (such as Salesforce and Microsoft 365) to ensure quality control across Action Hampshire's project delivery
- Support the implementation of our efforts to improve the reach and effectiveness of Action Hampshire's projects by setting and working to (reasonable) targets & benchmarks, and aligning activities to meet those targets
- Positively promote our work in a professional manner, consistent with our core values, whilst seeking to inspire confidence in the quality of Action Hampshire products during every interaction with staff, members, stakeholders, supply chain partners and funders.

This job description is indicative of the range of current duties and responsibilities for the post; it is not comprehensive. It is inevitable that the duties will change to reflect organisational change and it is essential therefore that it is regarded with a degree of flexibility, so that changing needs and circumstances can be met. All changes will be discussed with the post holder.

Person Specification:

Skills

- Effective research skills (qualitative, quantitative or mixed-methods applicable)
- Awareness of research ethics and ability to deliver inclusive research projects
- Excellent written and verbal communication skills, including impeccable report writing, and an ability to communicate project findings in accessible, impactful and creative ways to reach a varied audience. This audience includes underserved communities and community research participants and the public, as well as policy makers and commissioners in statutory services.
- Ability to lead successful projects, from start to finish, including planning, budgeting, delivering, monitoring and evaluating
- Able to coach and build other people's skills in research, evaluation and impact measurement
- Able to address problems calmly, appropriately and collaboratively
- Ability to give and receive constructive feedback
- Patience, flexibility and determination
- Ability to engage and build collaborative relationships and partnerships with a wide range of appropriate stakeholders and communities
- Strong interpersonal skills; honesty and integrity
- Knowledge or experience related to one or more of the following areas: supporting VCFSE organisations, listening to communities and community-led, place-based action and/or championing diversity & addressing inequity and disadvantage
- Understanding of data protection compliance

Experience

- Demonstrable experience of undertaking or supporting community-led research, implementing effective research skills
- Demonstrable experience of community engagement/outreach, training and facilitation, and/or external representation
- Demonstrable experience monitoring and evaluating projects and activities against outcomes and VCFSE/community needs
- Demonstrable experience securing funding for projects, including contributing to fundraising bids, identifying partnership opportunities and managing relationships with funders

Benefits of working at Action Hampshire

Action Hampshire offers a range of benefits to support employees including:

- Flexible & Hybrid working
- 25 days leave (pro rata) plus public holidays
- Pension - Employees are automatically enrolled in the NEST pension scheme in line with statutory requirements
- Cycle to Work Scheme - Employees may access a Cycle to Work scheme to promote sustainable travel and wellbeing
- Life Insurance - employees are provided with life insurance cover as part of their employment package
- WeCare – Free, Confidential web-based health & wellbeing platform including access to online GP appointments and telephone counselling for employees and family members
- Reward Hub platform - Offering discounts and offers across a range of services.

Equality, Equity, Diversity & Inclusion

At Action Hampshire, we want to create a safe*, inclusive, and welcoming organisation that actively challenges exclusion. To achieve this, we are building a culture of belonging where everyone is valued, respected, and supported to thrive as their authentic selves.

**By 'safe', we mean psychologically safe: a culture where people feel able to express themselves openly, share ideas, raise concerns, and challenge constructively without fear of judgement, exclusion, or negative consequences.*

We very much welcome applications from all members of the community regardless of age, gender, sexual orientation, ethnicity, faith or disability. We go beyond the protected characteristics of the Equality Act to include other groups who may face discrimination or lack of opportunity in employment. We actively strive to eliminate discrimination in our recruitment process and ensure that all qualified applicants receive full and fair consideration for employment.

We are a Disability Confident Committed employer and offer flexible, hybrid working arrangements. These can be particularly helpful for candidates living with disabilities, long-term health conditions or who have caring responsibilities.

If you are passionate about this role and what we do, we would love to hear from you. If you think you have the skills for this role, but don't necessarily have all the essential requirements listed, please apply anyway, stating clearly in your covering letter how you think you can fulfil the role.

Safeguarding

Action Hampshire is committed to practices that protect people from harm regardless of any protected characteristic as covered by the Equality Act 2010 the Worker Protection (Amendment of Equality Act 2010) Act 2023; working together to safeguard adults from abuse, neglect and exploitation.