

Evaluation Lead – Learning & Engagement

Job Description

Purpose

We're excited to welcome an experienced evaluator to help shape the future of our Learning & Engagement work. In this role, you'll bring together data from across our current activities, identify gaps, and craft insightful, engaging reports – including a full evaluation for The National Lottery Heritage Fund (NLHF) that weaves together capital, interpretation, learning, and engagement project strands. You'll also collaborate with our Learning & Engagement teams to design a new, user-friendly framework for evaluation, informed by colleague feedback and learnings from our NLHF-funded heritage restoration and engagement project – made possible thanks to National Lottery players.

Core Responsibilities

Monitoring and evaluation

1. Write an overarching report covering the 5-year (2022-2027) project funded by The National Lottery Heritage Fund (NLHF) to:
 - Restore the historic fabric of the two Victorian Palm Houses, greatly improving their condition and sustainability and ensuring their long-term ability as a home for the living collection.
 - Create interpretation within the Palm Houses that facilitates access, inclusion, engagement and understanding, responding to the needs and interests of priority audiences.
 - Deliver a wide-ranging programme of collaboratively developed activities that represents a step-change in RBGEs audience engagement, capacity, and reach.
 - Deliver project performance targets and measures, sustaining public access to the Glasshouses and maintaining them in future.
2. Develop an evaluation framework that can be used across the Learning & Engagement division. Preparation and delivery will include:

- Internal stakeholder consultation, including organisation-wide reflection on learning from the NLHF project
- Analysing what practices and data currently exist
- Creating toolkits for future data gathering/analysis/monitoring/reporting to align with strategic objectives and the requirements of internal stakeholders
- Testing the toolkits
- Training internal colleagues

Planning and coordination

- Schedule clear timeframes for internal colleagues to share information, particularly the project managers for:
 - Palm Houses capital development and restoration
 - Palm Houses interpretation plan
 - Planting Connections activity plan
 - Palm Houses engagement programme
- Analyse existing data and reporting and identify gaps to be addressed in the final 12 months of the NLHF-funded project.
- Coordinate data gathering, managing file systems so that documents and data sets created are accessible to internal colleagues.

Budget management and procurement

- Manage a budget to achieve the key outputs, which could be spent on design, print, survey staff, specialist data analysis, external interviewers/focus group leaders etc
- Maintain and update budget trackers: monitoring expenditure against agreed cost headings.
- Manage procurement for contractors and suppliers as required.

Health, safety, and compliance

- Ensure full compliance with GDPR, procurement and safeguarding policies and with best practices around inclusion and accessibility.

Communication and collaboration

- Collaborate closely with:
 - The Learning & Engagement leadership team, to ensure alignment with strategic priorities
 - The project managers for the Planting Connections activity programme and the Palm Houses restoration, interpretation and reopening engagement programmes
- Consult and be responsive to the needs of:
 - Colleagues across the Learning & Engagement division and the wider Palm Houses restoration and reopening project team (including Horticulture, Development & Communications and Visitor Welcome colleagues)
- Build and maintain productive, positive relationships with:
 - Other internal stakeholders such as colleagues in Resources & Planning
 - Key external stakeholders and funders such as colleagues at the NLHF

Additional responsibilities

- Recruit and line manage a fixed-term, part-time Evaluation Assistant (TBC)

Person Specification

Essential Skills

- Substantial senior experience creating high-quality evaluation reports and tools for the culture, education, environmental or heritage sectors
- Proven expertise in undertaking meaningful organisational consultation and building positive relationships to ensure evaluation approach recommendations are fit for purpose and meet team needs
- Experience in designing and delivering evaluation programmes for diverse audiences, which may include isolated communities, children, people from black and ethnic minority backgrounds, D/deaf disabled people, young people (18-25), and people experiencing socio-economic deprivation, and people not in education, training, or employment
- Highly developed data gathering and analysis skills and strong digital record management abilities

- Experience of producing fluent, concise, and engaging reporting narrative - using evidence to tell the story of project impact and organisational learning
- Up-to-date understanding of current best practice in evaluation including inclusion, accessibility, and compliance with GDPR and safeguarding policies
- Collaborative team player with a proactive and solution-focused approach
- Ability to use own initiative to manage tight deadlines and a busy diary
- Skilled in delivering engaging training and presentations
- Experience working with Senior Leadership Teams and/or Boards and corporate planning/evaluation cycles
- Experience of managing and monitoring budgets effectively

Desirable Skills

- Experience of line management or team leadership
- Experience in delivering reporting for National Lottery Heritage Fund projects
- Membership of a professional research body