

Job Title: Monitoring, Evaluation and Learning (MEL) Manager

Job Family: Education, Learning and Entertainment

Job Ref:

Job Family Definition

Roles within the Engagement, Learning and Entertainment job family focus upon the Eden experience, providing activities, learning programmes, encounters and events, which engage, inspire and entertain, thus enhancing individuals understanding, experience, skills and enjoyment.

Role Purpose

Eden Project Communities has UK wide reach and delivers initiatives that encourage public engagement and participation in positive action and create real social capital on a mass scale. The post holder will design and manage the research and evaluation of Eden Project Communities initiatives providing insights and generating management information that supports the programme outcomes and helps secure future funding.

Responsible for the production of quantitative and qualitative data that is used to make decisions regarding the programme and able to evaluate the performance of various events, initiatives and funded projects. Providing management of external agencies to develop supportive data for bids, sponsorship support, evaluation and pilot projects. Reporting to the Programme Director and leadership team devise the scope of the research programme. The role holder will represent Eden Project Communities from a data, trends and research perspective on forums and with funders.

Key Accountabilities

1. Work with senior management to develop and devise the research and evaluation strategy across all elements of Eden Project Communities including but not limited to The Big Lunch, Community Camps, the Network and pilot initiatives. Provide accurate and reliable insights to support programme outcomes and funder objectives.
2. Act as the main point of contact for the team for all data from across the programme and work together with the team to gather data and share good practice to encourage evidence based working. Provide regular reports on progress and performance against outcomes, identifying trends and opportunities to develop the research programme in new directions.
3. Develop and deliver methodology and questionnaire design for research and evaluation studies across Community Camps and the Network, including 6 month follow up, interviews and case story development with support from the wider team.
4. Design, manage and negotiate research undertaken by third parties (including by agencies and contract workers) to include our main Big Lunch surveys and independent projects.
5. Manage all supporting research evidence for Eden Project Communities including the needs of funders, sponsors and partners and ensure this is reported regularly to the team. Represent Eden Communities on industry research panels and at relevant conferences where appropriate.
6. Support an active team in delivery of events, workshops and campaign activities and work with PR in identifying and designing research opportunities, projects and case studies that help establish Eden Project Communities and our projects as leading in community development.
7. Follow other community initiatives and movement building organisations. Keep abreast of key sector developments, report industry trends and provide benchmarks for the leadership team.

Demands of the Role

Education and Qualifications	Educated to foundation degree level, preferably within a relevant field. Accredited research related qualification preferable. Knowledge of survey software.
Knowledge and Skills	Minimum of 5 years' experience in a similar research position covering both qualitative as well as quantitative research approaches, preferably charity based. Experience in project managing and delivering a busy and varied research programme. Ability to analyse and interpret complex data sets, produce and deliver clear and accurate reports and presentations to a wide variety of audiences including sponsors and funders. Produce and deliver supporting research for all Communities funded projects and sponsorship partners.
Decision Making	Ability to balance and be able to deliver detailed, focused, timely analysis and reporting with time dedicated to presenting the information in appropriate ways to internal and external audiences/stakeholders. Regularly makes decisions on best use of all available resources and use effectively to deliver a quality research programme. Works to medium term objectives and reports to Line Manager on a weekly basis. With Programme Director, recommend and design the research programme for the year and its priorities.
Resourcefulness	Regularly required to demonstrate adaptable thinking, working both within existing procedures for research and able to adapt methodology as required. This role requires a high level of objectivity and the ability to communicate both positive and negative outcomes to a variety of audiences. Exceptional forward planning and organisational skills are essential in order to manage a busy research programme, as well as being able to react quickly to last minute requests.
People and Asset Management	Recruitment, management and development of interns and volunteers. External agency selection, hire and negotiation (value between £40-60k). The role holder is responsible for the management and delivery of all historic and current research data. Day to day management of research assets including digi-pads and other software. Manages commercially sensitive data and personal data including case studies on a daily basis.
Communication and Visitor Experience	The role uses an extensive range of communication skills to a variety of audiences from participants, managers, directors, stakeholders and partners, funders, external suppliers and sponsors. The role holder needs to be objective, outgoing, confident, polite, honest and open. The ability to read an audience is highly important. Excellent writing and presentation skills including workshop facilitation and a very high attention to detail.
Operational Environment	The role is home based and as such candidates will need to ensure they have a suitable environment to manage working from home. Occasional travel and flexible working required including evening and weekend work. The role forms part of a hardworking, fun and passionate team spread across the UK.
Additional Features	Objective, passionate, adaptive and creative.

