



Impact and Learning Officer

Application pack

December 2021



21 December 2021

Job reference: ILO2022

Re: Impact and Learning Officer

Dear Applicant

Thank you for your interest in becoming part of the team at New Horizon Youth Centre as in our exciting role of Impact and Learning Officer.

Young people have been particularly hit hard by the pandemic and lockdown in terms of job prospects, mental health, housing and homelessness. We need to find out more than ever the impact of our services for young people experiencing homelessness and the ways to adjust them if necessary. With young people so often falling off the policy and decision-making radars, we must also make sure that our evidence and learning reaches beyond our own organisation so that their needs are heard and acted upon.

So if you are strong in asking the right questions to find out what works, have the experience and tools to find the answers, and know how to use these insights for learning and best practice, then we would love to hear from you.

We very much hope you will help us to give young people's potential a home and are looking forward to receiving your application.

Very best wishes

Marika van Harskamp
Policy and Partnerships Manager

About New Horizon Youth Centre

“Sleeping rough in King Cross station gave me the drive. I didn’t want to be sitting there all night, I wanted to be sitting waiting for a train to go somewhere nice.”

Every year, thousands of young people in London become homeless. The support they need often isn’t there from local councils and the housing crisis, cuts to services and a difficult job market mean that they risk staying homeless. All too often their struggle to build a better life is lost in the daily battle of trying to find somewhere to sleep. That’s why New Horizon Youth Centre exists.

‘Youth Centre’ may be in our name, but we are so much more.

We are a vital support network for 16-24 year olds with nowhere else to go. Through the holistic services we provide at our daycentre and outreach team we support thousands of young people experiencing homelessness to increase their health, improve their economic circumstances and find somewhere that they can call home. For seven days of the week, almost every day of the year we offer everything from a hot cooked meal and showers, right through to advice and counselling. More than anything we offer a hope for a brighter future.

At the best of times, life is extremely difficult for the young homeless people New Horizon serves. Now, as we emerge from a global pandemic and as many are welcoming the relaxing of lockdown, we are deeply concerned that a tsunami of homelessness will be coming our way with young people disproportionately affected by the social and economic challenges that the fallout from Covid-19 will bring. This will be particularly acute in the coming months so we are working hard towards options for young people who need emergency accommodation because they are sleeping rough and for those who have been living with family or friends temporarily during lockdown and are being asked to leave and find alternative accommodation elsewhere. Their need for support could not be more urgent.

Given the challenges that young people experiencing homelessness face in London, it is no surprise that they tell us that surviving is a talent, but we believe that these talents should be used for so much more.

Our Mission

For as long as young people are homeless and vulnerable in London, we will be on a mission to give their potential a home.

We deliver this mission through four strategic objectives:

- **Places:** brokering places for young people to stay in the short term or call home in the long term

- **Provision:** offering a high quality, one stop shop of services at our drop in centre and through our outreach team
- **Partnerships:** working with funders, policy makers and sector partners to raise awareness of and investment in homeless young people
- **Platform:** sustaining a well-run organisation that invests in staff so that they help young people thrive

Our values

- **We see people for who they can be** – we know that life isn't always a level playing field but believe that we all have the potential to make the best of our life and work, when given a fair chance
- **We collaborate to find stronger solutions** – we trust in and work with diverse people and organisations so that we can achieve more together
- **We are dynamic in our support** – we are always responsive in our approach as we adapt to the changing world that we, and the young people we help, inhabit
- **We are our word** – we do what we say we will because the young people we support, our team and our partners deserve nothing less

For more information on our work and impact please visit <https://nhyouthcentre.org.uk/>

Role Description

Impact and Learning Officer

Reporting to: Policy and Partnerships Manager

Every year New Horizon supports thousands of young people who are homeless or at risk in London at our centre and through our outreach work. We have a proud history of standing alongside the most vulnerable and disadvantaged of young people in London. We are a trusted partner, with a strong track record in cross-sector collaboration, known for putting young people first and for not being afraid to ‘put grit in the system’.

Our services for young people are unique in London, providing a safety net for those who tend to fall through the provision gaps or who struggle to engage with statutory agencies without advocacy or support. As such we think we have a responsibility to find out more about why young people end up becoming homeless or needing our support. It is important to get a better understanding of what does or does not work for them before, during and after they come to our services.

In line with our values, we are responsive. Across the organisation we are not afraid to be nimble or try out new services, approaches and partnerships in response to changing circumstances and delivery environments and to achieve the best support possible for young people facing homelessness. We need and want to learn much more about the effectiveness of such changes and innovation – and then share our insights and practices more widely to make sure as many young people as possible can benefit.

Whilst homelessness is increasingly part of the political agenda, we know that the specific needs of young people are mostly overlooked by decision makers. As such we want to make sure that young people’s experiences are visible and taken seriously. Evolving the ways in which we use our evidence, evaluation and learning is a crucial step in championing change for young people experiencing homelessness.

Learning is an essential part of our strategy for all of these reasons. We have a number of ambitious plans around this and are prioritising investment in our systems so that we can more readily learn from young people as well as about our impact. We also focus on partnerships within the sector and beyond so that we can use the learning to ensure that youth homelessness is understood and acted upon.

The Impact and Learning Officer has a pivotal role in this strategy. You will help to make sure we have the best possible services for young people to build from and use our learning to help decision makers understand the scale of the issue and invest in solutions.

We have robust monitoring systems and an impact framework in place and have been proactive in sharing our best practice and young people's emerging needs in recent years. As our Impact and Learning Officer you will be able to build on this but will have a lot of opportunity to make this position your own: there will be plenty of space to bring in new ideas, initiatives and practices in our plans to strengthen our impact and learning. Your tasks will be varied: redeveloping our CSM, gathering and analysing data, conducting focus groups and interviews with young people, showing the teams what works for young people, coordinating external evaluations, drafting reports that help to achieve change and helping to organise best practice events are all part of the mix. You will have the chance to cooperate with our amazing teams, consultants, exciting partner organisations, and truly remarkable young people. Moreover you will be starting at a really interesting time of Covid-19 change in which we are bringing about different delivery models, new projects, added partnerships, and will look for you to help us to manage the development of our new Theory of Change and support the process towards becoming a truly trauma-informed organisation.

We are looking for someone with demonstrable experience in monitoring, evaluation and learning in the voluntary sector and with an understanding of young people. You will be a proactive self-starter who can work in a small team and support different teams across the organisation. Most of all, you can ask the right questions and will be familiar with and innovative in the ways of getting them answered.

Job description

Key job objectives

- Managing and developing our monitoring, evaluation and learning systems so that we can offer improved support to young people and better articulate our impact
- Coordinating evaluation and learning across the organisation, partnerships and contracted commissions
- Helping to leverage our learning and evidence to change practice and policy for young people experiencing homelessness and disadvantage in London and nationally

Main tasks and responsibilities

Monitoring and impact

- Supporting the senior management team and other teams with planning and evidence-based decision-making, service development, fundraising and policy activities
- Routinely collating monitoring data across the organisation and from partnership projects
- Providing expertise and support to teams in the development and implementation of outcomes and impact measurement, report preparation, and project evaluation

- Using learning from service delivery to inform research design and supporting learning from research to improve service development and delivery
- Driving the development of our new organisational Theory of Change as well as new evaluation frameworks for the organisation and long-term partnership project
- Leading the upgrade and rationalisation of our CSM and integrated digital processes, working also with external experts and contractors, and supporting colleagues and teams through this change
- Working collaboratively with colleagues to strengthen and maintain a learning culture in the organisation
- Staying up to date with best practice to ensure our monitoring and evaluation processes are inclusive and accessible, and reflect our values and commitment to anti-racism

Learning

- Developing and conducting evaluation and research, using quantitative and qualitative methods
- Coordinating external project evaluations
- Drafting reports and other publications based on our learning and research to help to share best practice, shape the debate, and improve opportunities and funding for young people
- Supporting teams and young people to make sure they feed into the organisation, our work, our policy priorities and campaigning activities
- Organising and delivering best practice and learning events with colleagues, partners, stakeholders, and young people

Other

- Creating ways for involving young people in our impact, evaluation and learning work wherever possible and appropriate
- Following best practice and benchmark our work against others in the youth, homelessness and other relevant sectors
- Complying with data protection legislation in relation to data collection, impact measurement and evaluation activities

Person specification

Knowledge and experience

1. Experience of developing and implementing theories of change, outcomes and impact measurement systems
2. Experience of using insights from quantitative and qualitative data and research to inform service development, learning and policy
3. Demonstrable and hands-on knowledge of a wide range of quantitative and qualitative monitoring and research methods and tools
4. Experience of using and redeveloping CRM systems and coaching colleagues in their use
5. An understanding of incorporating tech applications in monitoring, evaluation, and learning
6. Experience of working in the voluntary, community or not-for-profit sectors
7. Experience of working with young people is not essential but a genuine interest in our mission and the issues affecting young people is a must
8. A working knowledge of and commitment to equity, diversity and inclusion

Skills

9. Quantitative and qualitative research skills
10. Strong communication and relationship management skills with an ability to communicate with people at all levels
11. Excellent writing skills and able to produce fluent, concise and clear content and reports for colleagues, donors and funders, local and national stakeholders
12. Able to engage, coach and upskill colleagues, and support capacity building within an organisation
13. Capable of managing a busy workload and different priorities, working with tight deadlines and competing demands under pressure
14. Able to work at own initiative and as part of a team, and to work closely and proactively with internal and external stakeholders to deliver results
15. A keen attention to detail and strong organisational skills

Other

16. Alignment to New Horizon Youth Centre's values
17. A commitment to personal and professional development
18. A willingness to work flexibly in response to changing organisational requirements
19. A willingness to work outside normal hours on occasions

How to apply

Thank you for your interest in the Impact and Learning Officer role and becoming part of our team. As an Equal Opportunities employer, we welcome applications from all sections of the community and particularly welcome applications from Black, Asian, and other minority ethnic groups.

Applicants should aim to demonstrate both their relevant experience and their ability to meet the competencies listed in the Person Specification above. If you wish to apply, your application should be in three parts:

1. A covering letter of no more than two sides, setting out:
 - a) Your reasons for applying for the role
 - b) Your fit with New Horizon Youth Centre's values
 - c) Evidence and examples of how you meet each of the competencies required for the role, as set out in the Person Specification
2. An up-to-date CV
3. Completion of the Personal Details and Equal Opportunity monitoring forms

The deadline for submitting applications is **5.00pm on Sunday 23rd January**. Applications will only be accepted after that date in exceptional circumstances, and by prior agreement. Please note, recruitment may close early if we find suitable candidates before the closing date. Therefore, we encourage you to submit your application as soon as possible.

The selection process and timetable will be as follows:

27/01/2022	Shortlisted applicants will be informed
31/01/2022	First round interviews comprising of an interview and tasks

Please return your application by e-mail to info@nhyouthcentre.org.uk, with the job reference (ILO2022) in the subject line.

Unfortunately, we will not be able to reply to each individual application and so if you have not had a response from us by 31th January then please assume that your application has been unsuccessful on this occasion

Terms and Conditions

Contract

The contract is ongoing, subject to successful completion of a probationary period, and will be offered to the successful candidate subject to the receipt of satisfactory references and enhanced DBS check.

Location

The post is based at: New Horizon Youth Centre, 68 Chalton Street, London NW1 1JR (pending working arrangements in light of the Covid-19 pandemic)

Accountability

The Impact and Learning Officer reports to the Policy and Partnerships Manager

Salary

Salary: AP32-AP36 which is £34,180.29 to £37,512.61 including London Weighting + 6% Contribution pension scheme. New Horizon Youth Centre contributes up to 6% to a group personal pension scheme. The person appointed will start at level AP32.

Hours of working

The post holder will be required to work 35 hours per week. Any time over 35 hours worked in one week may be taken as time off in lieu in agreement with the Policy and Partnerships Manager. Some work over the Christmas period will be required.

Annual leave

30 days per year

Probation

There will be a six month probationary period. After the six month period the post holder will either be offered a permanent contract, be put on a further period of probation or have their contract terminated. A termination of contract will be for reasons that have been made clear prior to their probationary period being completed.

Notice period

The normal notice period is 1 week during the probationary period and 4 weeks thereafter

Statement of intent on equal opportunities

New Horizon recognises that in society certain groups and individuals face discrimination on the grounds of race, colour, class, age, gender, sexuality, religion, culture, marital status and disability. People living in hostels, squats or on the street, or unemployed people, also face discrimination. New Horizon is committed to opposing this discrimination and recognises that it is the duty of all staff and members of the Board of Trustees to reflect this in policies and practices relating to the provision of services, employment and management.