

Migrant Voice

Impact and Learning Officer

JOB DESCRIPTION



Name of organisation: Migrant Voice

Job title: Impact and Learning Officer

Responsible to: The Director

Salary: £35,000 (pro-rata)

Pension: 5% employer contribution

Working hours: 2 days per week, 9-5 (including a one-hour lunch break), to include some evening and weekend work

Contract: 3 years starting in May, 2025

Where: to be based at our London office

Date written: February 2025

Job summary:

The Impact and Learning Officer will work to help Migrant Voice strengthen its strategic approach to measuring impact and learning. The postholder will lead on designing, developing and implementing monitoring, evaluation and learning (MEL) strategies and systems. The postholder will work with the team to demonstrate that our activities are implemented effectively and that lessons learned are used to strengthen our work.

The Impact and Learning Officer will build the capacity of the team for more streamlined monitoring, evaluation and learning processes, and more effective reporting. The post holder will ensure better capturing of impact to input into our strategic planning, for fundraising and for increased sustainability.

About Migrant Voice

Migrant Voice is a migrant-led, national organisation which builds a community of migrant voices to speak for ourselves and to set the agenda on migration and address structural inequalities that surround migrants and shape society.

We put migrant voices at the centre of the migration debate by developing the skills and confidence of migrants, including asylum seekers and refugees to speak out in the media and on public and political platforms to create positive change.

We work with all migrants, including refugees and asylum-seekers, across our hubs in London, West Midlands and Glasgow.

Main duties and responsibilities

The Impact and Learning Officer will:

- Lead on developing, designing and implementing monitoring, evaluation and learning frameworks, systems and plans.
- Collect and analyse data
- Develop and maintain systems for data collection, storage, and analysis and work with the team to ensure its effective implementation.
- Design and deliver training for the staff team in monitoring, evaluation and learning and progress reporting.
- Organise and facilitate the 'staff reflection days' for discussions about impact, learning and evidence.
- Work with and support the staff team to enhance their MEL skills and strengthen their ability to capture the impact of their work and implement the learning.
- Work with the team to facilitate focus groups and members' surveys and engagement with external stakeholders to capture needs and impact.
- Strengthen and streamline the timely and efficient data collection and progress reporting process across the team and collate the team's monthly updates.
- Support the development of compelling case studies and impact narratives
- Lead on our producing impact and progress reports and presentations to funders, board, and for fundraising purposes.
- Ensure the MLE processes is capturing the implementation of our strategy, while also informing our ongoing strategic development. Contribute to updating our strategy and KPIs.

Other duties

- Participate in supervision meetings, regular team meetings, members meetings, and AGMs as required.
- Adhere to MV's policies and procedures and demonstrate a commitment to equal opportunities and confidentiality policies.
- With other staff, management and members be responsible for the effective operation of MV, encouraging a co-operative and supportive environment within the organisation.
- Work flexibly alongside other members of the MV team to take on reasonable tasks as appropriate over and above those set above.

Person Specification

Job title: Impact and learning Officer

Essential Criteria

Education

- Degree level education or other qualifications relevant to the post.

Experience

- Proven experience in successfully designing, developing and implementing monitoring, evaluation and learning strategies and systems within the charity sector.
- Strong experience in collecting and working with data.
- Experience with various monitoring and evaluation tools and methodologies.
- Experience of implementing quantitative and qualitative research.
- Experience of retrieving information quickly and accurately using a variety of sources.
- Experience of supporting a team to incorporate learning into programme design and delivery.

Skills and abilities

- Proven ability to contribute to organisational learning and improvement.
- Excellent interpersonal skills and ability to build effective, collaborative relationships with staff and members.
- Strong ability to guide, motivate and support members of a team.
- Excellent verbal and written communications skills; good eye for detail and experience of producing accurate written documents in a timely manner.
- Good analytical skills with the ability to analyse and interpret data in an accurate manner and present it in a clear and meaningful way.
- Proven ability to identify key points from complex materials and sources and condense information into audience-friendly documents.
- Proven ability to prioritise and manage a varied workload, taking initiative and often working to conflicting deadlines.
- Ability to adapt flexibly to changing circumstances and evolving project requirements.
- Understanding of participatory approaches to evaluation.

- Have a commitment to implementing equal opportunities practices.
- Have a commitment to opening up opportunities for migrants and refugees.
- Excellent IT skills.
- Sensitivity and discretion in dealing with confidential information.
- Excellent organisational skills.
- Ability to work flexibly, including outside normal office hours when required (only occasionally).
- Ability to work independently and as part of a team.

Knowledge

- Knowledge of relevant software and tools for data collection and analysis.
- Good knowledge of the key issues that affect migrants and refugees in the UK.

Desirable criteria

- Experience of working with migrant communities.
- Experience in developing theories of change.
- Familiarity with database systems and digital data collection tools.