



Recruitment Research and Evaluation Manager



About The Mix

The Mix is a free, confidential support service for under 25s - making a massive difference to over two million young people in the UK each year. Whatever issue a young person is facing, The Mix is always there for them - online, over the phone or via social media. It connects young people to experts and their peers to talk about everything from money to mental health, from homelessness to jobs, from break-ups to drugs.

We are one of the eight charities forming the Duke and Duchess of Cambridge and Prince Harry's Heads Together campaign to end stigma around mental health and will continue to work with them on raising awareness and providing vital help for people with mental health challenges. We work on high profile campaigns to change attitudes and raise awareness with the likes of Daniel Radcliffe, Lady Gaga, Ed Sheeran, Anne-Marie and Russell Brand. We work with TV shows like Coronation Street and Hollyoaks and big brands like GymShark, NOWTV, SCHUH and Experian on everything from money to masturbation.

Today's young people face an unprecedented range of challenges. They are possibly the first generation worse off in physical and emotional terms than their parents. The Mix's mission is to ensure that every young person can make informed choices about their wellbeing – wherever and whenever they are: www.themix.org.uk

Vision, Mission and Values

What we do: The Mix is here to take on the embarrassing problems, weird questions, and please-don't-make-me-say-it-out-loud thoughts that people under 25 have in order to give them the best support through our digital and phone services.

Vision: To be the first point of contact for under 25s. We know that with the right skills and opportunities, you can take on anything that life throws your way.

Mission: To empower everyone under 25 in the UK with the knowledge, skills and confidence to make the right first steps in life. Life is hard, but support doesn't have to be.

Values:

- **Empowering** - we lead, we train & support, we respect, we give space to grow, we give power to chose
- **Brave** - we innovate, we pioneer, we take risks, we tell it how it is
- **Supportive** - we listen, we encourage, we care, we're understanding, we are empathetic
- **Collaborative** - we are open & transparent, we co-create, we respect, experience & expertise
- **Proactive** - we create situations, we make things happen, we get things done

- **Non-judgemental** - we do not judge, we do not criticise, we do not blame

Job Description

Job title	Research and Evaluation Manager
Department	Digital
Reporting to	Head of Data, Research and Evaluation

Overall Purpose of the job:

The Mix hold a rich dataset on use of our services and conduct research with young people to better understand our users, their needs and how to improve our services to maximise positive outcomes for young people. One of the areas we'd like to grow is sharing our insights and impact externally through publishing our reports. To help us achieve this The Mix is looking for a full-time Research and Evaluation Manager.

The position will focus on data collection, analysis and report writing to enable us to share our insights externally and to inform the charity's service delivery teams to ensure services are developed to match the needs identified through our insights.

The role responsibilities will include conducting surveys, research, monitoring performance against KPIs, evaluation of services and communicating this information to key stakeholders.

The job holder will be responsible for management of Data Officer, team development and performance management.

Key areas of responsibility:

Lead on

- Implementing a monitoring and evaluation strategy using Theory of Change that will improve existing reporting to internal and external stakeholders and help to identify areas for improvement
- Responsible for delivery of The Mix impact report showcasing organisational impact

- Responsible for data collection, analysis and creation of internal and externally facing reports to help The Mix to better understand young people and to raise its profile as an expert in young people and mental health
- Ensure that internal teams have access to data, research and dashboards to enable them to base their decisions on evidence, inform their strategy and to inform campaigns
- Responsible for service data collection within the organisation to build a robust service user data set; including improving service data accuracy
- Design and manage evaluations and research projects according to the needs identified in the organisation
- Monitoring performance against KPIs
- Management of the Data Officer role - lead on effective people and performance management to ensure high standards of performance.

Support

- To support the organisation's Data Protection Officer to inform and advise about our obligations to comply with the GDPR and other data protection laws.
- Supporting internal processes around GDPR compliance

Liaise

- Liaise with other members of the team on internal procedures and ensure effective working across the organisation.

Person Specification

We are looking for a dynamic individual with a real passion and enthusiasm for research, evaluation and helping young people to improve their lives.

Essential

- At least 3 years' experience in a role focusing on research, data analysis or evaluation
- Experience with designing evaluations and/ or research projects
- Skills in quantitative data analysis using statistical packages, interpreting results and report writing
- Knowledge of relevant research and evaluation methodologies, GDPR and other relevant rules and legislation concerning data, identity and privacy.
- Experience in data collection and project management
- Aptitude for problem solving, methodical and highly numerate.
- Commitment to teamwork, collaboration and a consultative approach to the delivery of work, but with ability to work independently, show initiative and exercise sound judgement.
- High degree of competency in Microsoft Office, particularly Excel, and other databases, and a proven aptitude for learning new systems.
- Excellent time management, with the ability to work on multiple projects simultaneously and to tight deadlines

Desirable

- Skills in conducting qualitative research and analysing qualitative data
- Strong understanding of GDPR regulation
- Proficient in extracting desired information from Google Analytics & Salesforce
- Experience of using Tableau or PowerBI

Attributes

- Delivery focused, self-motivated, with attention to detail and ability to plan workload
- Excellent written and verbal communication skills
- Strong team player

Terms and Conditions

Salary:	£35,000
Contract:	Permanent
Location:	Office base in Central London (Old Street) with flexibility to work from home
Pension	4% employee contribution secures 4% employers' contribution to stakeholder pension scheme
Hours:	This post is full time Monday to Friday with 35 working hours a week.
Annual leave:	You will be entitled to 35 days of holiday pro rata, which includes the 8 Statutory Bank Holiday during each year.
Benefits:	<ul style="list-style-type: none">• Flexible and remote working available• Eyecare vouchers• Life assurance• Weekly staff socials, plus Summer and Christmas Party• Colleague of the month – awarded half a day extra annual leave• Central London location• Clinical supervision offered for front line services staff• Coaching Environment• Learning, development and training options

How to apply

- To apply, please include a short summary of relevant work experience (up to 500 words). Please DO NOT send CVs. - Please send answers to the following 4 questions. Each question has equal weighing.

1. If you were tasked with writing an externally facing report on what it is like being a young person today, with the main focus being on challenges faced by young people, how would you approach such project? How would you identify where to focus? What methods would you use and how would you ensure that the resulting report is relevant and well received by stakeholders?

2. Give an example of a project where you needed to design an evaluation/ research approach where you faced some challenges. How did you go about designing the approach and overcoming the challenges?

3. Give an example of a project where you had to write a report. How did you approach the project and the task and what was the outcome like?

4. Describe how you would ensure that reports and data supplied to stakeholders are accurate.

Please send all applications to workforus@themix.org.uk.



Social Media

Have a look at our social media

