Brotherhood
of St Laurence
Working for an Australia free of poverty

POSITION DESCRIPTION

POSITION TITLE	Monitoring, Evaluation and Learning Lead
DIVISION	Social Policy and Research Centre (SPARC)
DEPARTMENT	Monitoring, Evaluation and Learning (MEL)
REPORTS TO	Senior Manager – Monitoring, Evaluation and Learning

ORGANISATIONAL PURPOSE

Our vision at the Brotherhood of St. Laurence (BSL) is for an Australia free of poverty. We pursue lasting change for a fairer and more compassionate Australia.

Our organisation employs over 1,500 staff and is supported by 1,000 volunteers. We partner with governments, business and other organisations to address poverty across the nation.

Our work is varied. We deliver services to build capability and confidence across the life course, from the early years, youth and employment to services for people with disability and for older people in Australia. Our Op Shops and social enterprises are well known. So too are our programs that support digital literacy, energy efficiency and financial wellbeing. We research the causes and effects of poverty and connect policy, practice and research to advocate national, state and local policy solutions for people experiencing disadvantage.

The BSL values diversity and inclusion with regards to its staff and the communities we serve. Our staff and volunteers come from diverse backgrounds, and we aim to create an inclusive working environment. BSL is committed to child, young people and vulnerable adult safety. We want all vulnerable people to be supported, respected, safe, happy and empowered. We are committed to the safety, participation, and empowerment of all our program participants.

DEPARTMENT PURPOSE

The Social Policy and Research Centre (SPARC) is one of eight Divisions of the BSL and aims to:

• Produce a better understanding of the difficulties faced by people living on low incomes and the factors affecting their living standards and their life chances by drawing together practical and theoretical knowledge;
• Conduct research for the development of innovative policies and programs which aim to reduce disadvantage and hardship;
• Evaluate the processes and outcomes of innovative social programs;
• Engage in analysis of policies, in particular their impact members of the community experiencing different forms of disadvantage;
• Influence policy-makers and the community through the communication of research and evaluation findings and analysis and the broader message of the BSL;
• Encourage all parts of the community to act in pursuit of positive social change.

The SPARC is primarily involved in investigating causes of, and effective responses to, social exclusion and poverty and in making an informed contribution to policy development and advocacy for social change.

Situated within the SPARC, the Monitoring, Evaluation and Learning (MEL) team integrates diverse expertise to build monitoring, evaluation and learning systems that enable reflection, adaptation, and impact. We do this by collaborating with partners in research, service development and policy to:

• Develop and implement outcomes monitoring frameworks for practice areas, services and systems change initiatives;
• Rigorously evaluate our service models and change initiatives to understand and demonstrate our impact;
• Cultivate and embed a learning culture through the development of inclusive platforms, processes, and resources supporting inquiry;
• Promote and apply ethical MEL practices that expand the capability of BSL staff, partners, and service participants.

POSITION PURPOSE

The MEL Lead will lead the design and implementation of monitoring, evaluation and learning activities for a portfolio of programs and initiatives in line with BSL and MEL strategies and the organisational Impact Framework. This will involve working closely with service managers, data analysts and researchers to develop theories of change, logic models and MEL plans. The MEL Lead will work closely with the MEL Data and Reporting team, service managers and data analysts to design monitoring indicators, tools and processes and support ongoing implementation of the MEL plan. It will include designing, planning, conducting or overseeing high-quality evaluations and service reviews that are strategic, appropriate and reflect the diverse goals, needs and capabilities of our services and stakeholders – both internal and external.

To achieve this, the MEL Lead will build strong working relationships with portfolio leads, service managers, practitioners, data analysts, researchers, and policy analysts – leveraging their expertise and building their capacity to engage with data and evidence.

The MEL Lead will contribute to cultivating an active learning culture across the BSL where we routinely distil and engage with evidence to adjust, enhance and scale our service models and initiatives. This extends to establishing the BSL as a leader in MEL and the responsible use of data and advancing the organisation's mission to effect systemic change.

KEY RESPONSIBILITIES AND DUTIES

1. **Monitoring, evaluation and learning design and practice**

   • Lead the design and implementation of monitoring and evaluation activities for a portfolio of BSL programs, services and initiatives in line with the BSL and MEL strategies and organisational Impact Framework;
   • Utilise emerging, best-practice and appropriate MEL approaches and practices to produce high-quality MEL outputs, findings and learnings that support a range of uses and functions;
   • Ensure MEL products and practices adhere to BSL policies on ethical research, privacy and data management, proactively identifying risks / issues and implementing solutions.

2. **Capacity building**

- Support researchers and practitioners to convert their deep subject matter expertise in policy and practice into well-designed monitoring, evaluation and learning;
- Support the Senior Manager – MEL and Senior Manager – Data and Reporting to develop and roll-out resources and tools as needed to support the successful implementation of the MEL strategy and Impact Framework;
- In collaboration with the Head of MEL, Senior Manager – MEL and Senior Manager – Data and Reporting, work with portfolio leads to instil practices that enable reflection and adaptive program management cycles whereby service models are refined, enhanced and scaled based on evidence.

3. **Data collection, analysis and reporting**

- Guide and / or undertake data collection, including interviews, focus groups, surveys and administrative data;
- Plan, conduct and / or guide complex quantitative and qualitative analysis. This includes cleaning, coding and thematic analysis, applying relevant theory and statistical techniques as appropriate to generate robust and useful insight;
- Implement quality control practices to safeguard the integrity and validity of analysis and ensure findings are reported in a transparent, accurate, complete & timely manner;
- Prepare and guide the preparation of high-quality MEL outputs including service reviews, evaluation reports and other publications that clearly communicate key findings, limitations and recommendations.

4. **Project management and governance**

- Manage multiple MEL activities across a portfolio of programs and initiatives and multiple internal and external stakeholders, ensuring appropriate governance mechanisms in line with the MEL strategy;

5. **Stakeholder management**

- Build trusted and resilient working relationships with key stakeholders to establish the MEL team as a valued partner;
- Exercise discernment to manage complex relationships, earning buy-in and consensus with an astute understanding of needs, concerns, expectations and interests;

6. **Teamwork and accountability**

- Work closely with the Senior Manager – MEL and Senior Manager – Data and Reporting to ensure workstreams are clearly prioritised, aligned and supported by the effective allocation of team capability, capacity and resourcing;
- As needed, guide evaluators, analysts or research assistants in the performance of their roles and ensure appropriate on-boarding, training and development;
- Advise on and undertake recruitment as per BSL recruitment policy and process;
- Work collaboratively within teams to achieve common goals;
- Demonstrate a commitment to BSL's quality framework and culture by participating in and promoting quality actions through continual improvement activities;
- In collaboration with manager, set goals and objectives to ensure outcomes are met;
- Model BSL's values and adhere to the Code of Conduct in everyday work practices;
- Maintain a safe work environment and ensure steps are taken to prevent unsafe work practices in accordance with BSL policies and procedures.

7. Multi-skilling

- Other related duties within the level of the position and scope of the incumbent's competence and training.

TO BE SUCCESSFUL YOU MUST HAVE

Knowledge and qualifications

- Postgraduate qualification or specialized training in evaluation or related field in the social sciences, with expertise in quantitative and qualitative social research design;
- An understanding of current debates and emerging practice related to monitoring and evaluation methods, evidence-based policy and responsible data management and use;
- An understanding or capacity to quickly acquire an understanding of the not-for-profit sector and the areas in which the BSL works.

Skills and experience

- Extensive experience undertaking monitoring and evaluation of human and community services;
- Highly developed methodological skills in both qualitative and quantitative data collection and analysis;
- Demonstrated experience working directly with practitioners to build evaluation capability, including facilitating theory of change workshops, planning and designing evaluations, and reflecting on monitoring and evaluation data;
- A track record of successfully delivering a portfolio of projects;
- Demonstrated capacity to develop effective working relationships across functional areas and with key external stakeholders to lead collaborative efforts to advance work;
- Excellent written communication skills including an ability to develop content using appropriate mediums for a range of publications and audiences;
- Fluency with quantitative methods and statistical software applications (e.g. R, STATA) and familiarity with data visualization techniques and packages (e.g R, Tableau, PowerBI);
- Advanced proficiency with Microsoft Office, specifically Excel, Word and PowerPoint.

Attributes

- A passion for developing, understanding and harnessing evidence to improve service delivery, inform decision making and influence policy design and reform to end poverty;
- A strong commitment to developing the capacity and capabilities of staff and colleagues and to realise the full-potential of their skills and knowledge;
- Uses discernment and interpersonal skills to establish other's needs, concerns, feelings, expectations and motivations;
- Integrity, maturity and strong personal and business ethics combined with sound judgement and a commitment to transparency and accountability;
- A commitment to maintaining and supporting child safety, equity, inclusion and cultural safety;
- An understanding of and empathy with the values and ideals of the BSL.

MANDATORY EMPLOYMENT CRITERIA

- Proof of eligibility to work in Australia is required;
- A satisfactory Police Check and Working with Children Check is required for this position. The BSL will facilitate this process;
- A valid Australian Driver's License and ability to attend different work locations as required.

The description of the position is a guide to the duties of the professional activities needed to undertake the position successfully. A review of the position description may occur and may be amended from time to time.