



## Position Description

<b>Position Title</b>	Senior Manager - Evidence and Learning
<b>Portfolio</b>	Research, Policy and Advocacy
<b>Area</b>	Impact and Learning
<b>Reports To</b>	Head of Impact and Learning

### Organisation Purpose

Our vision at the Brotherhood of St. Laurence (BSL) is an Australia free of poverty. Our purpose is to advance a fairer Australia through our leadership on policy reform, our partnerships with communities, and the quality of our services.

Our organisation employs over 1,500 staff and is supported by 1,000 volunteers. We partner with governments, industry and communities 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 services that support financial wellbeing. We research the causes and effects of poverty and connect research, practice and policy to advocate national, state and local policy responses to poverty.

BSL values diversity and inclusion with regard to our 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 people to be supported, respected, safe and empowered.

### Portfolio Purpose

Situated in BSL's Research, Policy and Advocacy Portfolio, the Impact and Learning Area integrates diverse expertise, collaborating across BSL to enable evidence-informed learning and adaptation. Our teams include Knowledge and Learning, Evidence and Analytics and Evidence and Learning. Together we seek to:

- Build, enable and facilitate access to rigorous, strategic evidence about economic and social policy issues, our programs and initiatives, their value and their impact

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- Support and enable a culture of enquiry, learning and continuous improvement
- Be leaders and advocates of ethical research practice, design and use

Our Evidence and Learning teams act as learning and capacity-building partners for building and using evidence from our programs, services and initiatives within broad thematic areas – such as employment, education and training; early years; and inclusion. Building strong, trusting and collaborative relationships with key stakeholders in research, policy and practice, the teams contribute to cultivating an active culture of learning and continuous improvement across BSL and establishing the organisation as a leader and advocate in ethical monitoring and evaluation design, practice and use.

The Research, Policy and Advocacy Portfolio is situated in the Strategy and Impact Group. The Group focus is on fostering collaboration and shared purpose across BSL functions by leading strategy, enabling innovation, fostering cross-organisational strategic projects, leading public engagement, developing and nurturing strategic partnerships, and increasing our financial sustainability. Research and policy are fundamental to the work of the Strategy and Impact Group and BSL as the engine room for thought leadership, innovation and impact.

## **Position Purpose**

The Senior Manager - Evidence and Learning develops, oversees and guides a holistic approach to evidence-building and learning for BSL programs, services and initiatives within a thematic area. The role leads and mentors a team of high-performing specialists, and guides researchers, staff in other parts of BSL and consultants conducting monitoring and evaluation in the thematic area. Working closely with key internal and external stakeholders in research, policy and practice, the role is critical in ensuring a rigorous, cohesive approach to evidence-building within a thematic area, building monitoring and evaluation capability across BSL and cultivating a culture of learning, informing our decision-making, continuous improvement and advocacy effort.

## **Key Responsibilities**

### **Evidence-building and learning**

- In collaboration with Head of Impact and Learning, develop a coherent approach to evidence-building and learning for programs, services and initiatives within a thematic area. This includes developing thematic area frameworks and measures that align with and report into the organisational impact measurement framework, and establishing an evidence-building and learning lifecycle at the thematic area level to support the design, implementation and use of evidence for decision-making, continuous improvement and advocacy

- Establish and maintain strong, trusting and collaborative relationships with key internal and external stakeholders, leveraging their expertise, building their monitoring and evaluation capability and cultivating an active culture of evidence-based learning and continuous improvement at the thematic area level
- Oversee and guide a rigorous and coherent evidence-building and learning agenda for programs, services and initiatives within a thematic area including production of high-quality thematic area evidence briefs, evaluation reports and other evidence and learning outputs suitable for a range of audiences and use
- Develop, establish and oversee processes, tools and resources to support implementation of the evidence-building and learning agenda in a thematic area
- Provide expert advice on the design, implementation, dissemination and use of evidence and learning
- Lead collaborative reflection and learning in the thematic area, translating findings into actionable insights to inform decision making and drive continuous improvement
- Share and disseminate thematic area evidence and insights and support the development of a strong learning culture across BSL
- Ensure evaluation and learning practices and outputs adhere to BSL policies on ethical research, privacy and data management, proactively identifying risks / issues and implementing solutions.
- Contribute to broader organisational capacity building in monitoring and evaluation

### **Leadership and governance**

- Lead, support and mentor staff and volunteers in the performance of their roles and ensure appropriate on-boarding, training and development
- Work collaboratively within the Impact and Learning Area and across BSL to achieve common goals
- Drive and demonstrate the importance of building and sustaining a collaborative, high performing and inclusive culture where teams work together 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 the Head of Learning and Impact, 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.
- This position will require direct and indirect contact with children and/or vulnerable individuals
- Other duties as required

## **Scope of Responsibility**

### **Direct Reports:**

- Senior Evidence and Learning Officers

### **Indirect Reports:**

- BSL staff, volunteers and consultants conducting monitoring and evaluation activities

## **Key Selection Criteria**

### **Career Experience:**

- Demonstrated experience leading and delivering on a portfolio of outputs
- Extensive experience working directly with stakeholders to develop frameworks and approaches, build monitoring and evaluation capability, and lead collaborative efforts to advance work
- Extensive experience in designing and conducting monitoring and evaluation of human and community services
- Extensive experience in both quantitative and qualitative social research methods, and an understanding of current debates and emerging practice related to monitoring and evaluation methods, evidence-based policy and responsible data management and use
- Expertise in both qualitative and quantitative data collection and analysis and fluency with associated software applications (e.g. NVivo, Atlas.ti, SPSS, STATA, R)
- Excellent written communication skills including the ability to develop content using appropriate mediums for a range of publications and audiences
- Experience leading high-performing teams
- An understanding or demonstrated capacity to quickly acquire an understanding of the not-for-profit sector and the areas in which the BSL works

**Personal Qualities:**

- Demonstrated capacity to develop effective working relationships across functional areas and with key external stakeholders to lead collaborative efforts to advance work
- Exceptional organisational skills and demonstrated ability to be proactive, flexible and manage competing priorities while working under pressure in a changing environment
- 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 commitment to developing the capacity and capabilities of staff and colleagues and to realise the full potential of their skills and knowledge
- A commitment to maintaining and supporting child safety, equity, inclusion, and cultural safety
- Understanding of and empathy with the values and ideals of BSL

**Qualifications/Other:**

- Postgraduate qualification or specialised training in evaluation or related field in the social sciences
- Minimum of 10 years relevant professional experience

**Mandatory Employment Criteria**

- Specific work requirements include work-based travel and attendance at a variety of different work locations
- Proof of eligibility to work in Australia is required
- A satisfactory Police Check is required. BSL will support successful candidates in this process
- A Working with Children Check is required for this position. BSL will support successful candidates in this process

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 it may be amended from time to time as organisational needs change. Changes to the position description will be consistent with the purpose for which the position was established.