

Evaluation Manager (I)

Job purpose: This post will support the Head of Analytics and Impact in developing a learning culture to deliver consistent and reliable outcomes for the members we serve. Working collaboratively across all Law Society (TLS) departments the post holder will undertake systematic evaluation to assess the value of our products and services whilst also bringing new ideas to our work.

You will manage evaluations of TLS programmes, projects, events, seminars and all member related activities and outputs; contribute to the system of feedback from evaluations and operational work and strategy development; as well as supporting the continuous improvement of the member experience. This will include the development of outcomes frameworks, the establishment of on-going monitoring and reporting systems, and leading on the analysis and evaluation of data.

Key Accountabilities:

- To lead on support to TLS colleagues to deliver all aspects of evaluation: planning, monitoring, analysing, reviewing, learning and communicating findings, developing a culture of continuous improvement.
- To support the Business Planning process by working with Strategy and Planning Business Partners to embed impact measures within all theme plans, collaborating with policy, public affairs and Member Experience teams.
- To provide input into data collection for the organisational scorecard and suggest refinements and improvements as required by the business.
- To use evaluation to inform strategy, policy, innovation and product development.
- Design a theory of change for TLS, supporting the development of outcomes frameworks for both core programmes and other projects (including short-term, intermediate and long-term outcomes).
- Support the design and oversee the implementation of a framework to collect, input and manage evaluation data, working with both TLS membership teams and external partners (where relevant).
- To develop on-going monitoring and reporting systems across TLS, including performance management systems that go beyond outputs and that are focused on outcomes and impacts.
- To contribute to specialist advice and support on evaluation, including writing guidance, and developing and delivering training and briefings.
- To manage budgets and consultants as necessary, seeking best value at all times
- To produce succinct reports to support decision-making in service and product development.
- To undertake advocacy activity to support TLS's work, including writing and editing published copy, supporting speaking opportunities at events and

conferences and using social media.

- To provide occasional advice to Law Society stakeholders on matters of evaluation.
- To support TLS colleagues to hold external bodies to account on their evaluation.

Key Behaviours:

- Demonstrates the TLS Culture Code (clarity, trust, respect and excellence) and its associated behaviours, to provide a clear example for all TLS colleagues.

Knowledge, skills and experience

Essential

- Educated to degree level in a relevant analytical subject (social research or operational research) or other relevant discipline
- Experience of designing, executing and embedding measurement frameworks
- In-depth knowledge of research and evaluation methods, tools and techniques
- Experience of conducting research and evaluation studies in a range of contexts
- Ability to work with internal and external stakeholders to deliver results
- Ability to build strong and effective alliances and relationships across multiple locations
- Experience of managing external consultants and budgets
- Knowledge of data extraction and manipulation using SQL, including queries from multiple data sources, SPSS, Excel and other reporting software
- Experience of qualitative research techniques in a work environment, such as holding focus groups and conducting interviews
- Organised and methodical approach to work, able to work accurately and effectively on several tasks at the same time with minimal supervision, and arrange and prioritise a heavy workload for self and for others.
- Proven track record of working as part of a team and contributing to the formulation of team objectives
- Effective communication, presentation and interpersonal skills, such as tailoring findings for internal and external audiences, as well as using different communication channels
- Demonstrable commitment to inclusion supporting the corporate objective to promote equality and diversity in the workforce and within the legal profession

Desirable:

- Masters or other advanced degree in Social Research or other relevant discipline
- Experience with data visualisation tools, such as PowerBI, Tableau

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Planning & Organising

- Strong project management skills and high attention to detail.
- Ability to manage own development in line with business and personal needs.

Dimensions

Operating environment

- The role sits within the Society's Analytics and Impact team and is part of the Futures and Insight directorate
- Within the directorate, the post holder will work in close collaboration with research, knowledge management, data analytics, strategy and planning, and economics experts
- The Evaluation Manager will be required to work proactively across functions with policy and member services teams feeding in and bringing back key insights
- Key internal relationships will need to be built with heads of Member Experience teams, Relationship managers, and Digital/Communications teams

Financial responsibility

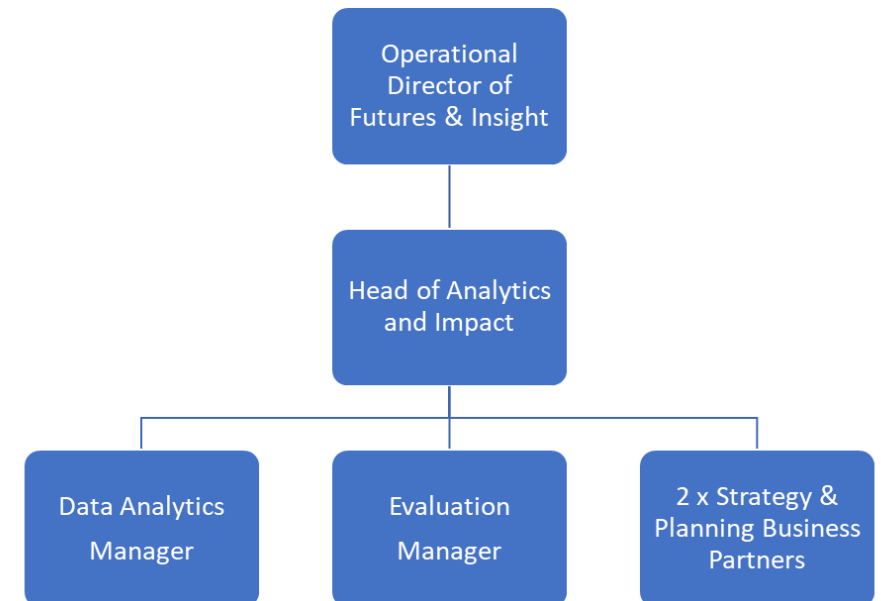
- Budget management of various commissioned evaluation

Creative Responsibility

- Proactive work with other Futures and Insight colleagues, as well as internal clients to develop insights and solutions that best meet the needs of TLS customers/members

Location: London: 113 Chancery Lane

Organisation Chart



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