

## **Project and Evaluation Manager**

**10 hours a week for 21 months (October 2020 to June 2022)**

### **Overview**

The role will focus on developing and implementing the Access to Justice Foundation Legal Support to Litigants in Person (LSLIP) project, in particular developing and managing the overall project, establishing and running the project steering group, maintaining a relationship with partners in order to progress each strand and working with the Ministry of Justice (MoJ) to evaluate and report back on the success of different approaches.

### **Role purpose**

To manage the implementation of the Access to Justice Foundation LSLIP project.

### **Context of role**

This service is a 21 month project funded by the Access to Justice Foundation, led by Citizens Advice Central Dorset. The project is a partnership between Local Citizens Advice in Dorset, Citizens Advice South Somerset, Dorset Race Equality Council (DREC), Shelter Dorset and Shelter Bristol. The Project and Evaluation Manager will be employed by Citizens Advice Central Dorset and based in Dorchester.

### **Job description**

- Ensure the project is well-managed and governed, meeting the requirements of the Access to Justice Foundation, including providing the secretariat function for the project steering group
- Develop working relationships with Dorset Race Equality Council, the other local Citizens Advice in Dorset and South Somerset, including Citizens Advice Bournemouth, Christchurch and Poole
- Work with Ministry of Justice to design and implement an evaluation framework
- Collect baseline and ongoing data for each strand of the project
- Identify existing MoJ funded provision and work with providers to improve the overall the client journey

- Map client journeys in each of the four subject areas of Employment, Family, Housing and Discrimination
- Seek feedback from litigants, caseworkers and partners to identify where the journey could be improved in order to inform the development of our project and future services
- Ensure that all work conforms to the local office's systems and procedures
- Provide and/or contribute to briefings to internal and external staff as required

### **Research and campaigns**

- Assist with research and campaigns work by providing information about clients' circumstances
- Identify unfair policies and practices affecting clients

### **Professional development**

- Keep up to date with legislation, case law, policies and procedures and undertake appropriate training
- Read relevant publications
- Attend relevant internal and external meetings as agreed with the line manager
- Prepare for and attend supervision sessions/team meetings/management team meetings as appropriate

### **Administration**

- Use IT for statistical recording, record keeping and document production
- Keep up to date with policies and procedures relevant to Local Citizens Advice work and undertake appropriate training
- Attend internal and external meetings as agreed with the manager
- Maintain close liaison with relevant external agencies

### **Other duties and responsibilities**

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the project
- Demonstrate commitment to the aims and policies of the Citizens Advice service
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues

## **Person specification**

1. Experience in successfully managing multi-agency projects
2. Effective communication skills, including experience of building good working relationships with partners and negotiating successfully to achieve specific aims, preparing reports and correspondence
3. Analytical ability and proven experience of collecting and recording data for evaluation purposes
4. Ability to prioritise own work, meet deadlines and have an ordered approach with an ability and willingness to follow and develop agreed procedures, including statistical recording of casework and outcomes
5. Understanding of the issues involved in working with partners in the advice sector
6. Ability to use IT in project delivery and management
7. Ability and willingness to work as part of a team
8. Ability to monitor and maintain own standards, and willingness to attend relevant training
9. Demonstrate understanding of social trends and their implications for clients and service provision
10. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equality and diversity policies