



Doing What Matters Most



CoLab Exeter

DOING WHAT MATTERS MOST

Collective Impact Officer

Application Pack

Colab Exeter

Work for CoLab Exeter and join an [award winning](#) team and multi-agency hub focusing on our 4 themes of **Recovery, Wellbeing, Justice and Belonging** to support some of the most vulnerable people in our city.

No two days will be the same at CoLab, our thriving city centre hub hosts over 30 organisations and projects from voluntary, community, and statutory sectors. If you are looking to become part of an organisation that is focused on making a difference and to empower people to live lives they have reason to value, then we might be the right fit for you.

Our shared vision is of a compassionate and inclusive city and hub where people actively participate and communities thrive.

We are looking to work with people who share our core values of **Compassion, Welcome, Collaboration, Ambition and Social Justice**, and who can bring passion, resilience, skills, and life experience to the role.

Background to the Role

The Collective Impact Officer is a new role that will be key to taking our organisation to the next level as part of a new three year funded piece of work 'Doing What Matters Most'.

We are looking for someone who is confident in working with qualitative and quantitative data and has experience of conducting research, preferably participatory research in complex and/or community settings. Someone who will be able to bring ideas and expertise to the conversation about evaluating impact, and be credible and helpful in guiding the team.

Over the last decade there has been an increase in people with a range of support needs as a result of complex life situations and inequalities. Historically services and development opportunities have existed in geographical and sector silos. This has meant that navigating the system has been challenging for people who need it most, and capacity to change things, recover or progress has been difficult.

CoLab Exeter is a multi-agency hub hosting a range of VCSE, Statutory and Business organisations, who have come together to work more holistically to improve the quality of support and overall outcomes of people with complex lives. The hub hosts a specialist GP surgery, alongside teams from probation, housing and homelessness, drug and alcohol, specialist women's, and multi-agency navigator teams. These professionals work alongside practitioners from a range of VCSE organisations who support similar recovery goals, and bring additional expertise in wellbeing, learning, positive activity and personal development.

The hub is managed, facilitated and developed by the CoLab Exeter core team, who in taking a Collective Impact approach, provide “backbone” infrastructure support to stakeholders. This enables the diverse range of organisations and practitioners to work more coherently together, and new ways of working to be tested and refined in practice.

CoLab Exeter core team has been awarded three years of National Lottery Community Funding (NLCF) to strengthen the infrastructure support function, and understand the impact and value of having it there. The *Doing What Matters Most* infrastructure for collective impact programme is designed to improve two things:

- 1) The general infrastructure support which enables and develops overall multi-agency complex needs work in the hub, and gathers evidence of collective impact.
- 2) The specific infrastructure support which develops the multi-agency offer and gathers evidence of impact to influence system change, in three priority areas
 - a. Gender Matters: transforming outcomes for women in crisis and recovery
 - b. Learning Matters: Improving opportunities for people to learn and transform
 - c. Mental Health Matters: Improving the community response to mental illness

Since our launch in June 2016, we have been developing the building, co-creating the shared offer, and evolving as an aligned collaborative community. In Autumn of 2021, we plan to launch our new three-year strategy to guide the next phase of the work. Central to this is the development of a new Collective Impact Framework. This will enable us to identify, measure and interpret the specific impact of our multi-agency activity, the role of “Backbone” infrastructure support in enabling that, and of the work in the three *Doing What Matters Most* projects.

We would be interested in receiving applications from individuals or organisations that might be interested in taking this role forward.

Job Description

Job Reference: CIO 08/21

Role: Collective Impact Officer

Responsible to: CEO

Salary: £28,184 FTE pro rata

Hours: 30 hours per week

Contract: Fixed term until 30th June 2024

Purpose of Role

The Collective Impact Officer, is a key new role in the organisation. Reporting to the CEO, it has two key functions:

- 1) To be part of the CoLab core infrastructure, or “Backbone” team, bringing expertise around evaluation, data collection and sharing of impact messages to stakeholders.
- 2) To be part of the Doing What Matters Most Team, with a lead role in strengthening and developing core infrastructure data collection and evidencing impact in three priority areas
 - a. **Gender Matters:** improving outcomes for women in crisis and beyond
 - b. **Learning Matters:** improving opportunities for learning and progression
 - c. **Mental Health Matters:** improving the community response to mental illness

The post holder will support the project leads and multi-agency teams working on those strands. They will provide specific expertise and capacity building support around impact and evaluation, insight gathering and data messaging.

Key Activities and Responsibilities:

The Collective Impact Officer will lead on co-designing, testing and refining the Collective Impact Framework, and provide day to day support and facilitation of data collection, analysis and reporting.

This role contributes significantly to overall delivery of the *Doing What Matters Most* project in five key areas:

- Creating, implementing and maintaining a Collective Impact Framework and data collection approach that promotes learning and practice development within CoLab.
- Leads on data collection; capturing a blend of qualitative and quantitative data which generates insights into the impact and value of the overall CoLab complex needs offer, and the individual *Doing What Matters Most* projects.
- Co-designs and delivers capability building workshops for staff and volunteers in response to need and aspiration
- Translates data collected into insights which inform learning, practice and policy influence; and communicate data messages in accessible format and language

- Contributes to conversations about impact, data management and potential impact on service and system change.

Project Management

1. Develop a CoLab Collective Impact Project Plan
2. Identify, develop and implement Collective Impact Project activity and delivery
3. Provide day to day management of the project, and an expert reference for the team and stakeholders
4. Set up, design, collect and collate information across projects, partners and stakeholders to identify and establish:
 - Colab Exeter's role and function in the development and provision of community support to people with complex lives
 - The referral processes for people with complex lives to access support through the Colab Community
 - The views and feedback of people with complex lives and their interactions with the project, the Colab Community and the system, and what impact this has for them
 - The numbers of people engaging in support and use of services, and numbers of partners involved in collaborative working
 - Outcomes for people with complex lives who have engaged with the projects and the Colab Community
 - Outcomes for partners and the wider system who have participated in collaborative working

Data Management

5. Develop a Collective Impact Framework and data collection process in line with the overall aims and outcomes for the Doing What Matters Programme
6. Collect qualitative and quantitative data as appropriate to evidence the impact of the model and the site, applying creative data collection tools in practice to positive effect
7. Adapt approaches to counter the challenges of collecting data and evidencing impact in a dynamic and complex community setting
8. Interpret data from multiple sources and communicate clearly and accessibly to a wide range of stakeholders
9. Lead on establishing and ensuring any data protection, GDPR, ethical standards and data sharing agreements and procedures are in place and communicated to project leads, stakeholders and people accessing services as required
10. Model the use of data to inform decision making and service improvement

Working with Others

11. Develop awareness and understanding of the Collective Impact approach with partners and stakeholders in the hub and wider programme

12. Work with and support the Doing What Matters Team Leads and Senior Managers to collect, access and monitor data on targets and outcomes in line with and in response to funder requirements, stakeholder feedback, and data findings.
13. Manage and develop relationships with stakeholders, colleagues and people involved in the project
14. Have empathy and understanding of the challenges and limitations of people experiencing inequalities and complex life situations

Colab Exeter Team

- Be approachable and work constructively as a team with other colleagues in the Colab team and wider hub to ensure daily activities and duties are covered and supported effectively, this may include covering for colleagues and participating in hub events and activities.
- Support and assist volunteers and student placements at the hub who may or may not be directly involved in your area of work.
- Be resourceful, enthusiastic, and innovative in the way that you work and actively participate in your own personal and professional development.
- Attend team meetings, staff away days and supervision/appraisal meetings as required.
- Be ready to respond in the moment, think on your feet, and have a positive attitude to problem solving.
- Undertake any reasonable duties appropriate to the role as requested by the management team.

Person Specification

With an approach that aligns to our values of compassion, welcome, collaboration, ambition and social justice the post holder will have:

Skills, Experience & Knowledge

Essential

- Experience of running research projects in a paid role and an understanding of collective impact models and action research, and be realistic about how this can be practically applied
- Experience of conducting research in the community sector and a commitment to producing information and data that will support and further the aims of the project
- Knowledge and experience of using Action Research and Collective Impact models to gather evidence and data for community based activities
- Experience and understanding of using a range of qualitative and quantitative collection methods to include feedback and data from professionals, projects, services and people who have complex lives
- Excellent communication and presentation skills with the ability to collate and present complex information in a variety of accessible formats for different audiences as required
- Excellent writing skills with the ability to collate and analyse complex research, data, and information, and produce summary reports and statistics as required by senior managers, project leads and funders
- Experience of and ability to set up and use a variety of data systems to capture a range of complex information, feedback, statistics and qualitative feedback.
- Knowledge of relevant data protection, GDPR, and ethical standards, procedures and legislation around research and use of personal and sensitive data
- Ability to work collaboratively and constructively as part of a project team and to support colleagues in developing and monitoring systems for research and data collection

Personal Qualities & Values

- Inclusive and participatory approach to working with a diverse range of stakeholders, and a commitment to involving the views of all stakeholder groups including people with lived experience in the gathering of research and data
- A confident and dynamic approach to action research and collective impact; self-directed and outcomes focused with a passion and ambition to achieve the project aims and outcomes.
- A good communicator with the ability to relate to and engage with people at all levels. The ability to act with tact and diplomacy when dealing with sensitive situations or challenge

- A technical and methodical approach to gathering research and data; attention to detail with a constructive approach to problem solving, and the ability to be calm, sensitive and solution focused when dealing with difficult situations.
- A clear understanding of the need for (and limits to) confidentiality, and adult safeguarding
- Non-judgemental and inclusive with a demonstrable commitment to and understanding of equality, diversity and inclusion.
- Ability to work effectively as part of a team, motivating and supporting colleagues, contributing ideas and solutions, and assisting colleagues in the team to achieve organisational and operational aims.
- Able to recognise your own limits and boundaries and reflect constructively around opportunities and challenges within the role.
- Able to seek support where required and commitment to attend training and team meetings as part of your own personal development.

Training, Support & Development

- Attend in-house training and induction, and other training as identified as part of your professional and personal development plan
- Attend and constructively participate in regular support and supervision, reviews and appraisals
- Attend staff meetings, away days and wellbeing activities

How to Apply

Colab Exeter is committed to promoting a positive approach to equality, diversity and inclusion and values the benefits of employing a diverse range of talented people.

To apply, please submit an up to date CV plus a covering letter that is no longer than 2 sides of A4, summarising why you are interested in the role and how your experience, skills, and values align with the job description and person specification.

Submit applications quoting the job reference with a completed diversity monitoring form to heather.skinner@colabexeter.org.uk

Application Deadline: Tuesday 28th September 2021

Interviews: 5th and 7th October 2021