



high

trees

Job Pack

**EVALUATION
AND IMPACT LEAD**

Welcome to High Trees!

High Trees is a community development trust based in Lambeth, serving individuals and communities in the borough for over 26 years. Our work aims to make life better for individuals and communities who use our services, helping people make meaningful changes that allow them to live happier, healthier, and more connected lives.

We offer a range of targeted and local support which responds to the needs of our communities.

Our 5 cornerstone support areas provide integrated services in:

- **Community Research & Impact:** Focusing on our partnerships, community-based research and sector capacity building support, our Community Research & Impact team work across all services, teams and wider Lambeth to develop collaborative working practices and strengthen the sector.
- **Employment & Careers:** We provide bespoke one-to-one employment support with experienced advisors who are experts in helping those with multiple barriers find work.
- **Community Action:** We work with local people and organisations to build capacity, take action and create stronger voices through a range of social action projects and support and training for local groups and organisations. A key focus is ensuring meaningful community action offer is delivered within our immediate locality as well as through our partnerships.
- **Community Education & Training:** We specialise in delivering basic skills training to provide individuals with the skills they need for work and life, including ESOL, functional skills, ICT and vocational courses.
- **Children, Young People & Families:** Offering a range of after school and holiday programmes from Tulse Hill Adventure Playground with a focus on play, study and social action to ensure all young people have the chance to enjoy their childhoods and thrive.

High Trees strives to ensure our services remain firmly rooted in the local community, responsive to and driven by local need and always delivered in the spirit of partnership and collaboration.

EVALUATION AND IMPACT LEAD

Job Description

Salary	£35,000 - £40,000
Hours	Full-Time (35 hours per week)
Location	High Trees, 220 Upper Tulse Hill, London SW2 2NS Please note that this role requires full-time office-based working.
Reporting to	Head of Community Research and Impact

High Trees are seeking a thoughtful and experienced evaluator, with strong project management and excellent people skills. You will be joining us at an exciting time as High Trees continues to grow the scale and reach of our impact. This role is central to creating an evidence-based culture and embedding evaluation so that our work benefits the communities we work with. You will be responsible for delivering the monitoring, evaluation, and learning of our services and partnerships, utilising continual learning to improve our services.

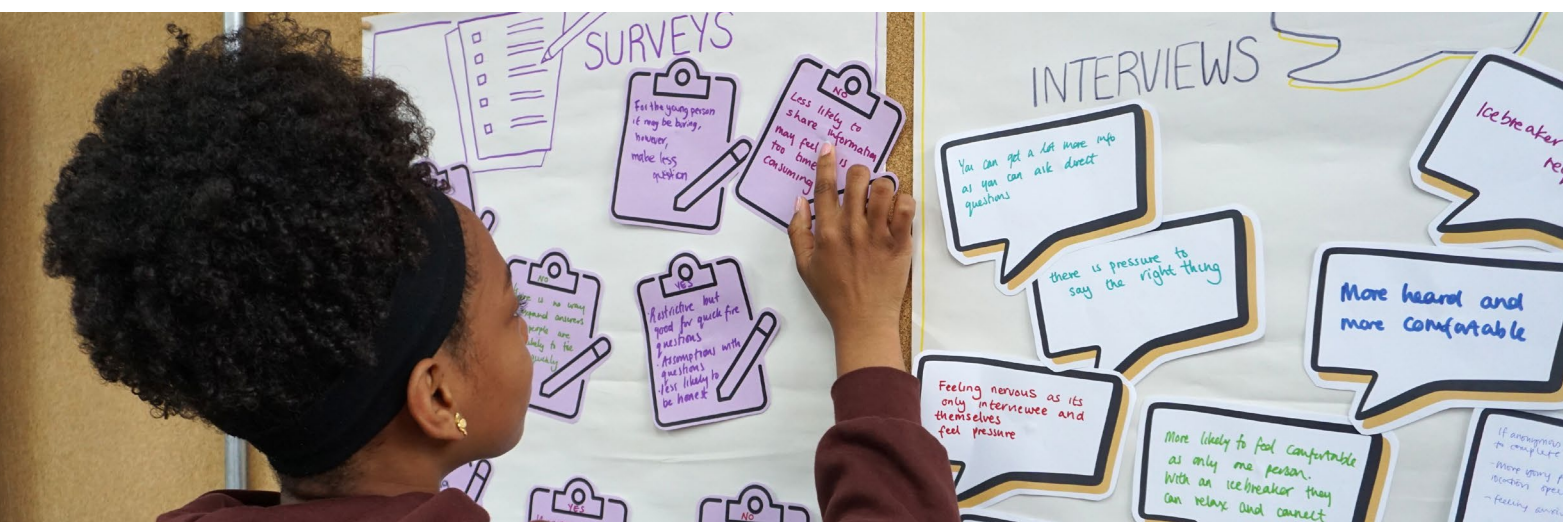
Working across all High Trees services and our partnerships, you will need to be confident across a range of approaches to monitoring and evaluation and be able to assess and determine appropriate methods, dependent on context. You will be proficient in collecting and analysing quantitative and qualitative data and have experience in developing impact frameworks, including theory of change, outcomes, and indicators. As the Evaluation and Impact Lead, you will have oversight of monitoring systems and processes ensuring that impact data collected is to a high standard across the organisation and our partnerships.

Collaboration with colleagues is an essential part of this role and you will enjoy working with others and be a valued partner, peer and colleague. Supporting the Head of Community Research and Impact, you will actively contribute to ensuring our impact plan is effectively embedded within key strategic areas. You will need to be highly responsive to the needs of colleagues, partners and funders, and be able to provide practical solutions for a range of situations.

You will also be an outstanding communicator: experienced in facilitation, an engaging presenter, and a compelling writer, able to frame and share our impact with a range of audiences. You will have the ability to see the bigger picture, while at the same time being on top of the detail.

ROLE OVERVIEW

- Lead the development and implementation of our Quality Improvement Plan, theory of change and impact frameworks across the organisation.
- Develop and embed impact measurement tools and processes, ensuring quality and consistency in the ways we collect, analyse, and report impact data across services.
- Support the design and delivery of evaluation of projects and partnerships, undertaking qualitative and quantitative research to understand our learning and impact.
- Maintain and develop our central CRM system (Views), including training staff, data cleaning, and identifying trends on an on-going basis.
- Facilitate regular opportunities for High Trees staff to promote reflective practice and inform service development and improvement.
- Provide capacity building support for organisations in Lambeth through impact measurement training, tools, and resources.
- Lead the production of annual reports from start to finish – this will include collecting data, data analysis, development of report content, and overseeing the design.
- Produce reports, papers, dashboards, and presentations for SLT, Board, funders, and other audiences to meaningfully demonstrate High Trees' impact.
- Support Heads of Service with funder reporting as required and maintaining a centralised funder reporting spreadsheet.
- Identify new evaluation methodologies, such as co-design or participatory approaches with practitioners or service users.
- Horizon scan and implement best practice in monitoring and evaluation.
- Work closely with the Senior Communications Officer to effectively disseminate impact stories across our communications channels.
- Conduct own employer engagement activity to meet the needs of the service and beneficiaries.



PERSON SPECIFICATION

The person specification is an idea of the skills, knowledge, and experience required to carry out the job. It will be used in the short listing and interview process for this post. Applicants who possess the essential requirements but not the desirable requirements should not be discouraged from applying.

Essential

- At least 3 years of professional experience with monitoring and evaluation.
- Good understanding of different approaches to evaluating projects in the charity sector.
- Knowledge of, and experience applying, quantitative and/or qualitative data collection methods, data analysis, and reporting.
- Experience with developing and/or delivering impact frameworks, including theory of change, outcomes, and indicators.
- Excellent written and verbal communication skills, including report writing, workshop facilitation, and communicating face to face with the public.
- Ability to interpret and share impact data clearly to a range of audiences.
- Demonstrable ability to work effectively with a range of stakeholders e.g., managers, staff members, service users and to support colleagues to implement best practice in monitoring and evaluation.
- Excellent IT skills, including Microsoft Office (particularly Excel for data analysis).
- Ability to work independently, to plan, and prioritise own workload and meet deadlines.
- Excellent attention to detail, including the ability to quality assure your work and the work of others.
- An interest in and commitment to High Trees' vision, mission, and values.

Desirable

- Experience using online platforms for data collection and analysis.
- Knowledge and understanding of participatory or community-based evaluation methods.
- Experience using Views or similar CRM systems.

HOW TO APPLY

Please send a completed CV, covering letter (no more than 2 pages explaining how you meet the key accountabilities and the personal specification), the applicant monitoring form and the additional information form to recruitment@high-trees.org with 'Evaluation and Impact Lead' in the subject line.

We will only consider complete applications, please ensure all four requested documents are present in your submission.

All applications must be received by Wednesday 6th August 2025 at 11:59pm.

QUERIES

If you have any questions about the role or High Trees, please contact recruitment@high-trees.org

Working at High Trees

We know our staff are our biggest asset and our biggest investment. Our small yet dynamic staff team of 30 have come to High Trees through a variety of paths; some have a long track record of work in the sector, others have brought in skills learned elsewhere and some have joined our staff through using our services. All share a passion for the work we do and a commitment to ensure our impact is meaningful for those we work with.

All our staff are supported to grow and develop through regular one-to-ones with their manager, a programme of organisation wide and individual CPD. They are given the opportunity to contribute to the work of the organisation as a whole rather than focused solely on the work of their team. We're proud of the fact that over 50% of our Management Team have been promoted from within our organisation.

Employee Benefits

- 35 days annual leave (inclusive of bank holidays and 3 Christmas days) rising by 1 day each year after 2 years' service (capped at an additional 8 days)
- Enhanced maternity/paternity/adoption leave after 2 years' service
- Save money off a new bike with the Cycle to Work scheme
- Up to 7% contribution to the staff pension scheme
- 24/7 Employee Support Line
- Clear pay structure with yearly increments (based on performance)
- Annual Staff away day
- Premium eye-care vouchers through Specsavers and season ticket loans
- Regular team lunches and generous supplies of office breakfast and snacks!

We know that if you're considering a role at High Trees, you are primarily driven by a desire to make impactful change and we hope you will consider joining our team.

