



Role Description

Impact and Evaluation Manager

Role details

Title:	Impact and Evaluation Manager
Directorate:	Evidence and Insights
Role reports to:	Director of Evidence and Insights

The Organisation – Overview

Zero Waste Scotland exists to lead Scotland to use products and resources responsibly, focusing on where we can have the greatest impact on climate change. Using evidence and insight, our goal is to inform policy, and motivate individuals and businesses to embrace the environmental, economic, and social benefits of a circular economy. We are a not-for-profit environmental organisation, funded by the Scottish Government and European Regional Development Fund.

Our four-year corporate plan drives the evolution in the organisation. We currently receive c.£25m of Public Sector funding per annum and must continue to maximise impact from investment whilst also acquire new funding.

In improving organisational efficiencies, we strive to forge new ways of achieving greater reach and more impactful results. Our organisation is at the heart of a political and public shift in attitudes towards climate change and the environmental consequences of our lifestyles

Role purpose – overview

The overall purpose of the Impact and Evaluation Manager is to lead on all aspects of Zero Waste Scotland's evaluation activity (development, planning, management, and delivery).

Responsibilities – overview

As an Impact and Evaluation Manager, you'll play a key role in making sure we are on track to achieve our organisational goals. Together with your team, you will lead on the following monitoring and evaluation activities (the list is not exhaustive):

- collating all monitoring and evaluation requirements for our programmes and projects
- developing and implementing a **consistent** approach to evaluation across the whole organisation
- identifying key organisational priorities i.e. activities with the greatest social, carbon and economic impact. At the same time, you will use data to advise which activities we should scale back on



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- designing and measuring key performance indicators. This includes tracking progress against KPIs, reporting impacts and achievements to funders, and preparing results for publication
- directing the delivery of evaluation reports for all key programmes and projects across Zero Waste Scotland
- working closely with the Project and Programmes department to identify meaningful evaluation milestones and impacts of planned projects

The role also has a significant people focus, so in addition to technical knowledge, we're also looking for someone who:

- **shares best practice** – in a way that drives a positive team culture of “let’s review and improve”
- **collaborates with others** – whether it’s your direct reports, internal or external stakeholders (such as Finance or the Project Management Office)
- **enjoys building, leading, and motivating teams** – in a way that is positive and inspiring but also clear and focused
- champions **continuous improvement** and appreciates the value of **different perspectives**

Core organisation competencies

Adaptable to change:

Responds and behaves positively to change, identifies and acts upon new opportunities.

Building relationships:

Proactively develops internal and external relationships acting as an advocate and generating momentum for achieving Zero Waste Scotland’s goals

Personal commitment:

Demonstrates commitment, energy, and enthusiasm for achieving challenging goals.

Teamwork:

Encourages and develops cross-functional working and builds teams based on results to be achieved.

Specific competencies

Achieving Targets	Analysis & Decision Making
Planning and Organising	Commercial Awareness
Strategic Thinking	Creativity and Innovation



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Job essentials

- Strong industry, market, and technical understanding of specialist area of evaluation (both methodology and delivery)
- Excellent track record of managing delivery and achieving outcome-based targets in similar specialist area.
- Proven ability to communicate complex research findings to a range of technical and non-technical audiences.
- Educated to degree level or equivalent in a relevant discipline and/or relevant professional experience.
- Previous experience of working in partnership with internal and external stakeholders to deliver clear outcomes; this includes working with Finance teams on complex budgets and financial planning
- Previous line management experience (including managing external contractors)
- Excellent working knowledge of Microsoft software and evaluation/ research software.

Desirable Experience

- Knowledge and experience of research or evaluation in an environmental, energy, or resource efficiency context.
- Membership of a relevant professional organisation.

Role dimensions

Management impact	Accountable and directly responsible for the line management of programme support colleagues. Accountable and directly responsible for the indirect management of contractors.
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Our values

We will adopt a culture and set of behaviours that underpin everything we do.

We will be:

Pioneering

- Seeking out and responding to new solutions.
- Showing an appetite for new ideas.
- Being bold and challenging the status quo.
- Challenging ourselves to improve.

Collaborative

- Partnering with others (internally and externally) to deliver our vision.
- Respecting abilities and opinions.
- Creating teams, internally and externally, which bring together the best resources.
- Understanding the most effective role we, and others, can play to achieve success.
- Using our knowledge to create persuasive and convincing calls to action for others to follow.

Focused

- Intentionally choosing the right things - selecting initiatives and activities which have the greatest impact.
- Learning from our experiences and mistakes to improve future activities.
- Gathering feedback on how we are reaching our goals and using this to inform our actions.
- Leveraging our knowledge to make a difference.
- Using analysis and insights to make decisions, take action, engage others and provide solutions.

Authentic

- Being true to ourselves.
- Leading by example through our own behaviours and corporate actions and policies.
- Communicating with honesty and openness.
- Holding ourselves and others to account regardless of hierarchy.
- Committing to professionalism and high standards.