# Impact & Program Design Manager

# Good Things Foundation Ltd (Australia)

## Position Description

| Job title | Manager, Program Design & Impact |
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| Contract | Part time or Full Time  12 month contract with possibility of extension |
| Reports to | Director of Partnerships & Growth |
| Location | Sydney, Australia - with some WFH available |
| Leadership of | No direct reports (although there may be as the team grows) |
| Reviewed | April 2023 |
| About us | Good Things Foundation Australia is a social change organisation focused on improving people’s lives through digital technology. We believe that everyone has the right to access affordable technology and the skills and confidence to use it.  Innovative and ambitious, we are a registered charity in Australia and actively work as part of the Good Things Foundation Group.  Over the last five years Good Things Foundation Australia has built a reputation as a key player in the digital inclusion sector in Australia and a trusted deliverer of government funding contracts. We are now actively diversifying our programs and reach to ensure increased positive social impact for those who are most excluded. |
| Purpose | This role is part of a small, ambitious team and plays a key role in the delivery of the Good Things Foundation Strategy.  This is a new role that will be responsible for supporting design, measurement, reporting and evaluation of our programs to help to ensure that those most at risk of exclusion are digitally connected, confident and capable, and that we have the data to demonstrate this.  The role supports the Director of Partnerships & Growth to ensure that our programs can demonstrate positive social impact.  You will:   * Be involved in the design of new programs so that each program has a clear Theory of Change and outcomes measurement is built into them from the start, enabling us to monitor and report on outcomes throughout the life of the program. * Lead research into areas relating to digitally excluded groups that support both program development and advocacy efforts. * Lead consultation and codesign processes in the design and development of new programs to ensure they are (i) designed in a way that will meet the needs of people who are digitally excluded and those who will deliver the support and that will (ii) lead to realisation of the desired outcomes. * Lead the evaluation of our programs delivered through our digital skills delivery partners (our ‘network partners’) to understand the outcomes for learners, and learn what was effective and how we could improve our programs in the future. * Manage our data reporting requirements for our Government funders and work with the wider Good Things team to make enhancements to our data collection through our network * Prepare reports to demonstrate outcomes and impact of our programs and work with our Communications and Advocacy team to present these to our funders and for wider advocacy. * Build and manage strong partnerships with external research institutions, researchers and consultants on collaborative digital inclusion projects and programs * Actively participate as a member of the wider Good Things Foundation team working collaboratively with the other team members. * Actively collaborate with the Good Things Foundation UK team, where necessary, particularly around outcomes measurement and evaluation approaches. |

## Key objectives and accountabilities

| Objectives | Key Accountabilities | Key Progress /Performance Measures |
| --- | --- | --- |
| 1. Research, Codesign & Consultation | * Leading consultation and codesign processes with network partners, other community organisations and people who are digitally excluded to understand their barriers and opportunities for using digital technologies, and other insights as required. * Coordinating the wider Good Things Foundation team to provide support to these activities * Analysing outputs and preparation of consultation reports summarising the key insights gained * Actively develop and work with external collaborative research partners and researchers to deliver shared projects | * We follow best practice consultation and codesign processes * Participation in external research projects/ partnerships * Outputs of consultation and codesign reflect the views of participants and are considered ‘fit for purpose’. |
| 2. Social impact measurement and reporting | * Lead the development, data collection and reporting of Social Impact measures as required by our funding partners * Specifically manage our reporting requirements for our Department of Social Services funders and work with the wider Good Things team to make enhancements to our data collection through our network partners * Work with the Director of Brand and Storytelling to ensure the transparent and accountable sharing of impact reporting with the community and key stakeholders * Present on outcomes and impacts of our programs to external audiences. | * Social Impact measures agreed with data collection and analysis plan * Outcome data is implemented in line with our contractual agreements, * Annual Social Impact Report published and shared |
| 3. Developing new programs | * Supporting the Director of Partnerships & Growth, participate in the development of new digital inclusion programs that respond to the needs of digitally excluded people * Support the development and delivery of strong collaborative partnerships that support us to achieve our vision and create new impactful programs * Develop an Impact Measurement Framework for the organisation to shape our impact measurement | * New innovative digital inclusion programs are developed and funding secured * Impact Measurement Framework and progress updates |
| 4. Evaluation of our programs | * Lead the evaluation process for our programs and projects at the level appropriate to their size and budget. * Prepare Evaluation Reports outlining the process undertaken and outcomes achieved. | * Best practice evaluation techniques * Evaluation reports are prepared on time and at high quality |
| 5. Collaboration with others | * Actively participate in team meetings, both virtually and in-person * Collaborating with other team members, sharing knowledge and experience * Collaborating with our external partners | * Participation in team meetings * Participation in knowledge-sharing opportunities * Regular meetings with our collaborative partners |
| 6. Development | * Participate in performance and learning reviews and seek out personal and professional development opportunities * Participate in the Annual Staff Engagement Survey | * Participation in performance reviews * Annual Staff Engagement Survey |

## Person Specification

| Area | Experience & Skills |
| --- | --- |
| Essential Knowledge Skills and Experience | * Demonstrated Experience undertaking consultation and/or codesign processes, in the community sector for programs create positive social impact * Proven success in developing positive and impactful collaborative partnerships with a broad range of stakeholders, including the community sector * Demonstrated experience in delivering social impact research and measurement projects using qualitative and quantitative methods, with ability to lead development and delivery of evaluation of programs * Experience in using data to develop useful insights for program reporting and promotion * Demonstrated experience in preparing high quality reports and other written documentation * Commitment to the pursuit of positive social impact * Minimum 5+ years participating in and leading program planning and design. |
| Desirable Knowledge and skills | * Experience working to address social and/or digital inclusion * Experience using CRMs (e.g. Salesforce) |
| Behaviours | Commitment to ongoing growth and development and aligned to our behaviours of:   * Positive * Creative * People Focused * Curious * Collaborative |
| Education and qualifications | * Relevant tertiary degree or equivalent experience (e.g. social sciences) |