

Job Title:	Service Delivery (SD) MEAL & Partnership Manager
Reports to:	Senior Service Delivery (SD) Manager
Location:	Shaw House, Oxford/Flexible working
Hours:	35 Hours per Week

Key Purpose of the role:

This is a dual-purpose role with a significant requirement to develop, manage and strengthen RABI's Monitoring, Evaluation, Accountability and Learning (MEAL) Policies and Procedures, ensuring cross-learning and continuous improvements of support services, provided both in house and via third parties, to farming people across England, Wales and NI.

Key responsibilities include creating systems to demonstrate accountability, with regards to outputs and outcomes, to beneficiaries, donors and other stakeholders, and to build capacity of SD team in embedding impact as part of their daily workflow.

The successful post-holder will also take the learning needs of the SD team into account and provide capacity building mentorship where needed. The MEAL & Partnership Manager will supervise MEAL activities, particularly during times of emergency or rapid response campaigns as well as across all other ongoing RABI crisis and preventative support offerings. The successful post-holder will, in addition to providing management into the Service Delivery team, liaise with other relevant departments to ensure appropriate social impact data is communicated across the organisation and beyond.

This role will also encompass the day-to-day management of the relationships with all external SD service partnerships ensuring quality of service and impact is in accordance with SLAs. The successful post-holder will ensure regular reporting on service performance, trends and implementing and/or maintaining appropriate audit processes to ensure high standards of service delivery.

The MEAL & Partnership Manager is expected to have a high level of self-initiative and use critical thinking skills to identify and fill gaps in MEAL and Partnership Management. They will work closely with the Senior SD Manager, to ensure compliance with contractual obligations, of third parties, as well as maintaining MEAL performance standards and good practice across the SD team.

They should have the ability to work sensitively and positively with the SD team, and other operational partners, whilst promoting a positive learning environment – success of the post relies on this.

Key Relationships:

Internal: Director of Services, Senior SD Manager, Service Delivery team; Fundraising Team; Partnerships Team, Finance Team and Volunteering Team

External: External service providers, partners, statutory health & social care services

Key Responsibilities:

- Support design and implementation of systems to collect and analyse output and outcome data for evidence-based decisions.

- Develop or adapt specific MEAL tools to fit RABI support offerings.
- Guide field testing of MEAL tools with SD team, partner staff and modify as necessary.
- Work closely with Senior SD Manager and other relevant staff to process, analyse and use information collected to improve management, make necessary adjustments, and assess trends.
- Perform regular MEAL System reviews.
- Orient partner staff on MEAL tools, roles and responsibilities.
- Provide MEAL information to Senior SD Manager and other Heads of Depts for drafting reports or making funding bids.
- Work to ensure that lessons learned and best practices are incorporated into existing and new service design.
- Supervise SD Regional Support Managers to check progress on the implementation of MEAL activities and MEAL Policies and Procedures.
- Supervise Third Party Partners to check progress on the implementation of MEAL activities and MEAL Policies and Procedures as detailed in SLAs.
- Act as day-to-day liaison for Third Party Partners to ensure deliverables and quality of service of SLAs are met.
- In collaboration with Senior SD Manager design and implement annual MEAL work plans that support RABI's strategic aims.
- Act as the point of escalation for any service-related issue from SD team or Third Parties and refer onto Senior SD Manager as and when needed.
- Produce regular reporting so that Senior SD Manager and Director of Services have insight into service performance and trends and that appropriate audit processes are implemented to ensure high standards of delivery to service users.

Person Specification:

Essential

- Experience of leading rigorous impact evaluations within a third sector organisation operating nationally.
- Extensive experience of qualitative research and quantitative data analysis.
- Experience of rolling out digital MEAL systems to remote workers and partner organisations.
- Excellent mentoring and management skills.
- Excellent systems-based thinker with experience of writing impact focused reports for senior management.
- Experience of engaging, influencing and sharing best practise with external partners and internal stakeholders in relation to MEAL.
- Excellent communication skills.
- Flexible, resilient and solution focussed.
- Demonstrated mentoring skills to support a healthy learning environment.
- Excellent IT software skills and adapt to new systems and processes.
- Full driving licence – Ability to travel across the UK.

Desirable

- At least 5 years management experience, including line management of a remote team.
- Farming background or knowledge of the farming community.
- Excellent knowledge of current sector trends in relation to MEAL in the context of the UK third sector.

This role profile is not exhaustive and is subject to review in conjunction with the post holder according to future developments at R.A.B.I.

RABI is proud to be an equal opportunity employer and aims to ensure that all employment practices secure equality of opportunity and that no prospective or current employee receives less than favourable treatment at RABI as a result of their sex, sexual orientation, age, race, religion, belief, ethnic origin, disability, marital, or for



any other reason which cannot be shown to be justifiable. Our recruitment process strives to ensure that individuals are selected only based on their relevant skills, experience, qualifications and abilities.