

Job Description

Job Title:	Evaluation Officer
Date prepared:	September 2026
Location:	Penny Brohn UK National Centre, Pill, Bristol, with flexibility for hybrid working.
Main Purpose of Job:	To support the delivery of Penny Brohn UK's evaluation and impact programme by managing, analysing and reporting client feedback and outcome data. The postholder will play a key role in the Charity's continuous quality improvement processes, helping to generate evidence and insight that improves services for people affected by cancer. The Evaluation Officer will support the Impact & Evaluation Lead in the collection, processing, analysis and reporting of both quantitative and qualitative data, including Patient Reported Experience Measures (PREMs) and other service evaluation data. The role will also provide essential support for reporting to funders and strategic partners, including GenesisCare, ensuring that impact evidence is translated into high-quality reports, dashboards and funding submissions. The postholder will work collaboratively across Services, Fundraising and external partners to ensure that robust evidence informs service development, funding applications and organisational learning.
Responsible to:	Impact & Evaluation Lead

Relationships

The Evaluation Officer will work collaboratively with colleagues across the Impact and Evaluation Team (including volunteers) to ensure good and appropriate data collection processes. They will also work collaboratively across the organisation with the wider Services, Fundraising and Comms teams. Proactive collaboration across the organisation is essential, along with a sensitive, client-centred approach in all interactions with supporters, volunteers, clients, and their families. The needs of the client will remain central to everything you do.

Key Responsibilities

Evaluation and Continuous Quality Improvement

- Support the administration and delivery of Penny Brohn UK's evaluation programme.
- Process, clean and manage evaluation datasets from a variety of sources.
- Analyse quantitative and qualitative client feedback data collected by our PROMs and PREMs and any other service-specific questionnaires.
- Code and theme qualitative feedback from clients to identify areas of good practice and opportunities for improvement.
- Produce routine evaluation reports, dashboards and summaries for internal stakeholders.
- Contribute to continuous quality improvement activities by identifying trends, emerging issues and areas for service enhancement.
- Support the implementation and development of evaluation systems and processes.

Reporting and Impact Measurement

- Prepare regular impact reports for internal audiences, including the Services Leadership Team and Senior Leadership Team.
- Support the production of reports required by external funding organisations, including GenesisCare.
- Assist with the preparation of service performance data derived from our “Universal PREM” and impact summaries for Trustee and management reporting.
- Contribute to annual and ad-hoc organisational impact reports.

Research and Evidence

- Conduct literature searches and desk research to support evaluation projects, service development and funding applications.
- Assist with the dissemination of findings through reports, presentations, conference abstracts and publications where appropriate.
- Contribute to maintaining an evidence base that supports Penny Brohn UK's integrated cancer care approach.

Data Quality and Governance

- Ensure data is handled securely and in line with GDPR and organisational policies.
- Support data quality assurance processes and accuracy checks.
- Maintain confidentiality at all times.

General

- Develop effective working relationships across the organisation and with external partners.
- Attend team meetings and training as required.
- Undertake any other duties appropriate to the role.

Person Specification

Essential

Education and Knowledge

- Degree in psychology, health sciences, social research, public health or a related discipline.
- Understanding of evaluation, research methods or service improvement approaches.

Experience

- Experience of analysing and interpreting quantitative and qualitative data.
- Experience of producing reports for a range of audiences.
- Experience of using Excel and databases for data management and analysis.
- Experience of handling confidential information appropriately.

Skills

- Knowledge of Copilot AI for research/analysis
- Excellent written communication skills with the ability to present complex information clearly.
- Strong numerical and analytical skills.
- Excellent attention to detail.
- Strong organisational and time management skills.
- Ability to work independently and manage competing priorities.
- Good interpersonal skills and ability to work collaboratively.

Personal Attributes

- Committed to the values and mission of Penny Brohn UK.
- Curious and evidence focused.
- Proactive and self-motivated.
- Flexible and adaptable.
- Committed to continuous improvement.

Desirable

- Experience of evaluation in healthcare, charities or the voluntary sector.
- Experience of analysing patient-reported outcome or experience measures.
- Experience of supporting funding bids or funder reporting.
- Familiarity with survey platforms and data visualisation tools.
- Understanding of cancer services or long-term health conditions.
- Postgraduate qualification in a relevant subject.