

JOB DESCRIPTION

Job Title	Age-Friendly Communities Network Manager
Reporting to:	Senior Programme Manager - Localities
Location	Central London Offices and Hybrid working to be supported Expectation that your minimum office attendance will be 6 days per month. This is open to amendment in the future
Hours	37.5 hours / 5 days a week Flexible working arrangements are supported
Salary Band/Grade	3 - £47,336
Duration	fixed term contract to 31 st March, 2026 with potential for extension

Background Information

About the Centre for Ageing Better

Everyone has the right to a good life as they get older and our whole society benefits when people are able to age well. But far too many people face huge barriers, and as a result are living in bad housing, dealing with poverty and poor health and made to feel invisible in their communities and society.

The Centre for Ageing Better is pioneering ways to make ageing better a reality for everyone. Its key areas of work include challenging ageism and building a nationwide Age-friendly Movement, creating Age-friendly Employment and Age-friendly Homes.

We are a charitable foundation, funded by The National Lottery Community Fund, and part of the government's What Works Network.

We are striving to create an organisation that reflects our society and the communities we serve. A workplace where everyone feels empowered and where diversity of background and thought is celebrated. We know there is more work to be done and are committed to continuing to improve our practice around Equality, Diversity and Inclusion

About the UK Network of Age-friendly Communities

An Age-friendly Community is a place where people of all ages can live healthy and active lives, are able to participate in the activities that they value, and contribute to their communities, for as long as possible. The [UK Network of Age-friendly Communities](#) (UK Network) is a growing movement with a membership over 85 places, from Town Councils to City Regions, all trying to make their places more age-friendly.

Affiliated to the World Health Organisation's (WHO) Global Network for Age-friendly Cities and Communities (GNAFCC), the UK Network is linked to other age-friendly networks around the world. Our role is to '*inspire, connect and support*' places that are using the [WHO's Age-friendly Framework](#) to learn and progress.

Job Purpose

The UK Network of Age-friendly Communities has grown significantly over the past five years. Our goal is to support the network as it grows, ensuring it remains a positive and thriving community of practice, and a place for good ideas to spread fast.

The Age-friendly Communities Network Manager will work closely with the Senior Programme Manager – Localities, and line manage a Learning Officer to plan and implement a programme of activity which will *inspire, connect, and support* network members using a range of engaging and creative methods including:

- Identifying, documenting, and sharing the work of Network members
- Developing or commissioning online and offline resources such as webinars, case studies, toolkits, etc
- Facilitating connections, information flow and exchange between members
- Providing direct guidance and support to new and existing members to make progress.
- Ensure Network membership 'journey' is clear and well communicated, including through the Ageing Better website.

This is a hands-on role involving scoping, commissioning, managing and delivering training, events, resources, and other learning activities for the UK Network as well as building and managing relationships with the growing number local authorities and voluntary sector organisations across the UK who are members of the UK network.

You will represent Ageing Better and the UK Network publicly including, through speaking opportunities, presentations, blogs and other media.

You will also model our commitment to tackling inequalities and ensuring that the voice of a diverse mix of people in later life is visible and influential within the Network.

The role will include occasional UK travel to attend workshops, meetings, or conferences.

Specific duties and responsibilities

Learning and connecting

- Work with the Senior Programme Manager – Localities to plan, develop and deliver a programme of events, training, and other activities including an annual conference
- Working with network members, the Age-friendly Learning Officer, and colleagues to identify and document promising local, replicable age-friendly practices and stories.
- Work with the Age-friendly Learning Officer and communications team at Ageing Better to ensure written, visual and audio-visual content is inspiring and engaging, and to ensure the website pages accurately reflect the work of the network and the membership journey.
- Manage the Age-friendly Learning Officer to facilitate engagement, exchange of information, and peer-to-peer learning both within and outside of organised network events.

- Identify and support opportunities for collaboration between teams across Ageing Better and network members – e.g. to inform our work and how we communicate it.
- Work with the Senior Programme Manager – Localities to grow the network across the country, providing bespoke guidance and support to local areas to enable them to progress in their Age-friendly journeys and to adopt the WHO framework.
- Ensure feedback and experience of members shapes a programme of learning for the different stages that members are at.

Network and relationship management

- Ensure that administration processes and systems are in place to effectively track and manage network membership, from initial contact through to engagement with activities. Including using Ageing Better's Contact Database (CRM) as required.
- Support our ability to effectively tell the story of Age-friendly Communities, including tracking, and capturing and communicating impact to external and internal audiences.
- Ensure effective project management of UK Network activities, including developing and overseeing the network workplan, and ensuring that regular meetings and other management processes are in place to support.
- In conjunction with the Senior Programme Manager-Localities plan, manage a budget for Network Activities.
- Ensure effective governance is in place for the network, including through the network steering group, application and membership processes.

Other

- Provide effective line management and support to the Age-friendly Learning Officer and indirectly, oversee the work of the Programme Officer – Localities as it relates to the network relationship management and administration. Ensure that the people in and approaching later life are well represented and influential in the development and work of the network
- Ensure the network is welcoming, inclusive and accessible to all, and that Equality, Diversity and Inclusion (ED&I) principles are firmly embedded in its work
- Working with the Senior Programme Manager- Localities to ensure our obligations as an affiliate of the WHO's GNAFCC are discharged and affiliate status is maintained
- Undertake any other roles or responsibilities that may be reasonably required

Act in line with Ageing Better's principles and values

- Take personal responsibility for safeguarding and promoting the rights of older people
- Comply with our policies and procedures at all times, in particular, Data Protection
- Promote and support open and effective collaboration across Ageing Better
- Carry out all duties in a professional manner and in line with our values
- Undertake any other roles or responsibilities that may be reasonably required.

Person specification

Criteria	Essential	Desirable	How identified & assessed
Knowledge / Skills			
Good understanding of local government and public / voluntary sector context and policy environment	✓		Application & interview
Excellent verbal and written communication and personal influencing skills, including presentations	✓		Application & interview
Able to recognise and assess 'good practice' and opportunities for learning and impact	✓		Interview
Excellent project management, organisational and prioritisation skills	✓		Application & interview
Knowledge of the issues affecting older people/ageing population or Age-friendly work		✓	Application
Good IT Skills, especially as they relate to online meetings and events	✓		Application
Experience			
Experience of facilitation and/or workshop and event management, including using online formats and tools	✓		Application & interview
Experience of line management and/or overseeing and supporting the work of others to deliver outcomes for which you are held accountable	✓		Application
Experience of building and supporting a network, community of practice, partnership group or similar, at a local or national level	✓		Application & interview
Experience of producing guidance materials, resources, case studies, training or other communications for learning		✓	Application & interview
Personal Qualities			
Commitment to Ageing Better's mission and values	✓		Application & interview
Strong interpersonal skills, an effective team player and the ability to work collaboratively with peers	✓		Interview
Highly organised and takes a planned approach to work	✓		Interview
A demonstrable commitment to Equality, Diversity, and Inclusion (ED&I), and a	✓		Application and Interview

willingness to learn about and engage in these issues on an ongoing basis			
Able and willing to travel across the UK	✓		Application