

JOB DESCRIPTION

Job Title	Impact and Involvement Officer
Reporting to:	Impact Manager
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	Band 2 - £37,275
Duration	Fixed-term to 31 st March 2026

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

Job Purpose

The Centre for Ageing Better is looking for an Impact and Involvement Officer. The purpose of this role is to support the organisation to deliver impactful projects which effectively involve people with lived experience. Working as part of the Research, Impact and Voice team, the role delivers a range of activities including planning, administration, communications, monitoring and reporting to support both our work on impact measurement and involvement.

The whole organisation is involved in delivering effective projects, and involving people is central to our work. This role involves working with teams across the organisation to deliver high-quality projects and working closely with our Experts by Experience network. Effective communication, teamworking and data management are essential to this role.

Specific duties and responsibilities

Support project management and impact management

- Support colleagues in the planning and coordination of project activities, including providing templates and guidance for project management documentation and processes.
- Support reporting activities, including use of Excel and Microsoft Dynamics, to organise and summarise information.
- Support impact measurement activities, including responding to queries from team members, bringing impact data and information together, and supporting review and learning activities.

Provide support for use of systems and tools

- Support development of the organisation's stakeholder management system (Microsoft Dynamics CRM), to meet organisational needs.
- Maintain CRM database, upload data, run reports, interpret data, liaise with colleagues to ensure it is up to date in line with Ageing Better's policies and requirements.
- Support ongoing development of systems and tools for project management, impact and involvement.
- Provide advice, guidance, and training to team members on use of CRM and project management systems and tools.

Impact and involvement administration

- Coordinate the activity of our Experts by Experience Network (including managing payments, maintaining accurate member information and taking a lead on internal and external communications).
- Oversee the planning and delivery of events, meetings, and other activities, including capturing minutes and actions, and communicating effectively with people involved.

Ensure General Data Protection Regulation (GDPR) compliance and good data management practices

- Coordination of and delivery of internal and external communications plans (including monthly newsletter).
- Maintain key monitoring and reporting documentation, ensuring team administration processes are in place, up to date and fit for purpose.

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			
Understanding of project management	✓		Application and Interview
Strong administration skills	✓		Application
Good data management and analysis skills	✓		Application and Test
Good IT/information management skills	✓		Application and Test
Good written and spoken communication skills	✓		Application and Interview
Excellent organisational and prioritisation skills	✓		Interview
Good stakeholder management and interpersonal skills	✓		Application and Interview
Good problem-solving skills with a solution-oriented approach	✓		Interview
Experience			
Team administration – supporting teams and individuals	✓		Application
Working on multiple projects and with multiple team members simultaneously	✓		Application and Interview
Experience of using databases and information systems (for example, Microsoft Dynamics CRM)	✓		Application
Experience of working with a range of different stakeholders	✓		Application and Interview
Personal qualities			
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 willingness to learn about and engage in these issues on an ongoing basis	✓		Application and Interview