

JOB DESCRIPTION

Job Title	Learning Officer (Homes and Communities)
Reporting to:	Network and Learning Manager (Age-friendly Communities)
Location	Central London, with occasional UK travel. Remote working supported
Hours	Up to 37.5 hours/ 5 days a week Flexible working arrangements supported
Salary Band/Grade	2

Job Purpose

Our ambition is to grow the [UK Network of Age-friendly Communities](#) while ensuring it remains a place where good ideas can spread. The Learning Officer supports this ambition by providing effective project management, delivery and communication of a learning programme for Network members, as well as a key role in the sharing of good practice within and beyond the Network.

This is a hands-on role and will involve supporting the Network and Learning Manager and colleagues – in scoping, delivering and managing a range of learning activities and content such as training, events, case studies, and blogs. You will help to ensure our age-friendly learning activities are high quality, delivered on time and within budget, and meet the learning needs of Network members and other audiences.

This role sits within the newly formed Homes and Communities Action Area. While the role is currently focused on the AFC Network, we anticipate the role may also widen in focus to support learning across other parts of the action area's work such as the Good Home Network.

Principal duties and responsibilities

Support the delivery of an age-friendly communities learning programme:

- Work with the Network and Learning Manager and other colleagues to design, plan and deliver a comprehensive programme of learning activities to meet the Network's needs – e.g. training workshops, action learning sets, conferences and webinars
- Ensure learning activity and other project plans are kept up to date with clear goals, milestones, and responsibilities, working with the Network and Learning Manager and other colleagues to ensure work is delivered as agreed

Supporting engagement & connections

- Support the Network and Learning Manager to encourage / facilitate members to engage with and learn from each other beyond the planned workshops and events
- Support information exchange and communication between members, including helping to plan and facilitate the weekly 'Peer Call' programme

- Support the delivery of the Network Conference including developing the programme with the Network and Learning Manager, liaising with venues, supporting presenters and collecting feedback.
- Help to facilitate opportunities for Ageing Better staff to engage with the Network and Network members (e.g. through attendance at events)
- Support the delivery of internal reviews and impact reporting of Network activities and the implementation of changes to the programme of activities

Communications and resources

- Work with the Network and Learning Manager and Communications colleagues to identify and capture learning from the Network, e.g. through the planning and production of reports, blogs, case studies and other communications outputs
- Coordinate the involvement of colleagues as needed in decision-making, review and sign-off of all communications.
- Take responsibility for production of the specific communications to Network members, e.g. the monthly e-newsletter and campaign materials for International Day of Older People.
- Work with the Communications team to ensure the Network web pages are up to date, and resources are easy to find

Administration

- You will provide administrative support for projects and contracts with partners and suppliers, ensuring timely delivery and reporting, and value for money
- Ensure accurate records are captured and maintained and used to support learning, including using Ageing Better's CRM system.

Equality and Diversity

- Champion and support the involvement of people with lived experience in Network activities and communications
- Work to ensure the Network and its learning activities are welcoming, inclusive and accessible to people from all backgrounds and abilities.

Shared Duties

- Comply with CfAB's policies and procedures at all times
- Promote and support open and effective collaboration across CfAB, participating in team meetings, planning sessions and cross organisational initiatives as needed to meet shared organisational goals
- Carry out all duties in a professional manner and in line with our values
- Adhere to relevant data protection laws and regulations, including UK GDPR and the Data Protection Act 2018 ensuring the secure and ethical handling of personal data
- Promote and maintain a safe and healthy working environment in line with CfAB's Health and Safety policies and statutory obligations, taking responsibility for your own health and well being
- Support fundraising and income generation activities as required, whether by contributing to the development of funding bids or by supporting, monitoring, reporting and impact evaluation processes
- Actively contribute to the charity's influence and advocacy work promoting the voice and best interests and rights of older people
- Undertake any other roles or responsibilities that may be reasonably required within the scope of the Band and scale of the role

Person specification

Criteria	Essential	Desirable	How identified & assessed
Skills/Competencies			
Excellent project management and prioritisation skills; able to manage a busy workload while maintaining attention to detail	X		Application/ Interview
Excellent written and verbal communication skills	X		Application/ Interview
Good IT skills (Microsoft Word, PowerPoint, Excel, Video Conferencing apps)	X		Application
A good understanding of what helps people to learn as part of a community of practice or network	X		Application/ Interview
Ability to take initiative and be creative in solving problems	X		Application/ Interview
Knowledge and Experience			
Experience of working on multiple projects and managing multiple deadlines & stakeholders simultaneously	X		Application
Experience of producing learning resources and/or activities in collaboration with community groups, local authorities or other external audiences	X		Application/ Interview
Experience of planning and facilitating workshops, training, or other meetings to support learning in person and online.	X		Application/ Interview
Experience of Contract / grant management – working with suppliers & third parties to ensure timeliness, quality & cost control		X	Application
Experience of Stakeholder/relationship management, e.g. using CRM, excel and other tools		X	Application
Personal qualities			
Commitment to Ageing Better's mission and principles	X		Application/ Interview
Demonstrable commitment to ED&I and able to apply in a working context	X		Application/ Interview