

JOB DESCRIPTION

Job Title	Learning Officer – Localities
Reporting to:	Age-friendly Communities Network 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 - £36,189
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 globe. Our role is to '*inspire, connect and support*' places that are using the [WHO's Age-friendly Framework](#) to learn and progress. The network is delivered by the localities team, within the Age-friendly Movement action area.

Job Purpose

The UK Network of Age-friendly Communities has grown significantly over the past five years. The Age-friendly Communities Learning Officer has a key role to play in supporting the network as it grows, ensuring it remains a positive and thriving community of practice, and a place where good ideas spread fast.

You will work closely with the Age-Friendly Communities Manager to support, deliver and communicate a learning programme for the UK Network. You will capture and share evidence and good practice, as well as facilitating learning between network members, and showcasing what the network is doing to the rest of the country.

This is a hands-on role supporting the Age-friendly Communities Manager and colleagues in scoping, commissioning and delivering, training, events, case studies, and written resources for the UK network and beyond. It will require coordinating with colleagues across Centre for Ageing Better, as well as the local authorities and voluntary sector organisations across the UK who are members of the UK Network.

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

Specific duties and responsibilities

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

- Work with the Age-friendly Communities Network 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 projects are delivered as agreed, project plans are kept up to date with clear goals and milestones.
- Working with the Age-friendly Communities Network Manager, plan and deliver the weekly 'Peer Call' programme

Supporting engagement & connections

- Supported by the Age-friendly Communities Manager, encourage / facilitate members to engage with and learn from each other beyond the planned workshops and events
- Support and encourage information exchange and communication between members, including through facilitating a weekly online 'Peer Call'
- Support the annual Network Conference from planning through to evaluation, including developing the programme with the Age-friendly Communities Manager, designing sessions, briefing, and supporting presenters as required.
- Help to facilitate opportunities for Ageing Better staff to engage with the UK Network and Network members (e.g. through attendance at network events or peer calls)
- Create opportunities for the Network to provide feedback and to generate ideas for the learning and support programme.

Communications and research

- Support the Age-friendly Communities Manager to identify, capture and publish learning from and for the Network, e.g. through the production of reports, blogs, case studies and other communications outputs.
- Keep up to date on existing and emerging age-friendly practice, policy and research to inform the UK Network support and Ageing Better communications.
- Take responsibility for production of the specific communications to Network members, e.g. the monthly e-newsletter, good practice blogs.

Administration

- Work with the Programme Officer- Localities and Operations & Finance colleagues to manage any contracts, maintaining regular communication with providers/suppliers and ensuring value for money
- Alongside the Network Manager and the Programme Officer ensure accurate records are maintained and used to support learning, including using Ageing Better's CRM system.
- Ensure our platforms and webpages are up to date and able to support learning and dissemination of age-friendly practice, including the member's Knowledge Hub and Ageing Better website.

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.

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 project management and prioritising skills; ability to work to tight deadlines	✓		Application and Interview
Excellent communication skills, including writing and face to face/online.	✓		Application and Interview
Good IT skills (Microsoft Word, PowerPoint, Excel, Video Conferencing apps) especially in support of remote learning and meetings	✓		Interview
An understanding of what helps people to learn as part of a community or network		✓	Application and Interview
Experience			

Experience of working in a busy environment, working on several projects and activities with different deadlines at the same time	✓		Application
Experience of producing written content for a network or other external audience, e.g. writing articles, editing and producing newsletters	✓		Application and Interview
Experience of planning and facilitating workshops, training, events and/or meetings for the development of learning	✓		Application and Interview
Experience of reviewing and summarising practice, research or policy to support others to learn from it		✓	Application and Interview
Personal qualities			
Ability to take initiative and be creative in solving problems	✓		Application
Collaborative approach, and ability to build warm and effective relationships with a wide range of people	✓		Application and Interview
Strong interpersonal skills, an effective team player and the ability to work collaboratively with peers	✓		Interview
Highly organised, attention to detail, and takes a planned approach to work	✓		Application and 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