

## JOB DESCRIPTION

<b>Job Title</b>	<b>Participation Manager</b>
<b>Department</b>	<b>Policy, Research and Participation</b>
<b>Reporting to</b>	<b>Head of Policy, Research and Participation</b>
<b>Line Manages</b>	<b>Line report(s) may be added in the future</b>
<b>DBS check requirement</b>	<b>Basic</b>
<b>Location</b>	<b>Homebased or Avonmore Road, London W14 8RR (with hybrid working)</b>

### JOB PURPOSE

The Participation Manager will set up and be accountable for running a lived experience participation function to ensure Independent Age consults, engages and involves people with lived experience of financial hardship in later life. Working across the organisation, the postholder will develop and run a centralised function which will: establish and maintain high standards of stewardship for lived experience participation and collaborate across the organisation to make sure the needs of all parts of the organisation are met. The Participation Manager will deliver opportunities to a variety of people with lived experience of financial hardship in later life and support them to get meaningfully involved in a range of projects to inform and shape Independent Age's work.

### KEY RESPONSIBILITIES

- Develop a lived experience participation network, ensuring it is run in line with best practice for the sector, working to remove barriers to participation, particularly for those most at risk of poverty in later life.
- Ensure that Independent Age's existing routine work with people who have lived experience (e.g. storytelling, shaping our campaigns and policy work, reviewing our information guides) can be delivered smoothly in line with the centralised network, building and adding strength to their work.
- Support teams to apply good practice and resolve operational issues that arise during lived experience activity, including identifying learning and development needs, and working to ensure they are addressed.
- Proactively champion, and oversee coordination of new, one-off, and task and finish activities such as panels, workshops, research interviews, events and other engagement activity, ensuring robust administrative, safeguarding and compliance processes are followed.
- Support colleagues, and external stakeholders where appropriate, to create accessible, positive opportunities for people with lived experience to contribute, and ensure that the outcomes of these opportunities are fed back to the people involved.
- Encourage participatory practice across more parts of the organisation by collaborating with teams to champion and develop engagement with lived experience in planning, delivery and evaluation across a range of functions.

- Provide advice, and be accountable for lived experience input being gathered appropriately, consistently, and ethically to ensure work is informed by the lived experience of older people in financial hardship.
- Input into the longer-term Policy and Influencing strategy, and other organisational strategies, and business plans, so that all colleagues with an interest in Lived Experience know what they are working towards and why.
- Develop and deliver the lived experience strategy, ensuring effective evaluation of lived experience activity across the organisation, showing the impact of activity and supporting a culture that can learn from what works.
- Build relationships across the sector in order to learn from approaches in other organisations and embed good practice.

### Management

- Champion Equity, Diversity and Inclusion in all that we do.
- Demonstrate empowering and inspirational leadership and effective performance management of any line reports, with agreed objectives and development plans in place, to enable them to excel.
- Effectively manage budgetary or financial responsibility and support the embedding of a culture of financial awareness and scrutiny.
- Maintain compliance and adherence with all processes to ensure good governance.

### General Responsibilities

- Embrace diversity and share in our commitment to equality of opportunity and to eliminating discrimination
- Model and embed Independent Age's values and behaviours.
- Share in our commitment to promoting welfare and safeguarding adults at risk of harm and any children or young people connected with them that we may come into contact with through our work.
- Ensure that information is obtained, used and stored in accordance with our Data Protection and Confidentiality policy.
- Undertake any other duties commensurate with the level of the role.

### How We Work

At Independent Age, we live by our values and EDI principles.

Our values are:

- **Trusted** - a culture based on reliability and mutual respect.
- **Empowering** - an inclusive approach that helps people thrive.
- **Transformative** – a commitment to meaningful, intentional change towards shared goals.

To put our **EDI Principles** into practice, we will:

- proactively challenge ageism and other forms of discrimination throughout our work
- celebrate and champion diversity within and outside our charity
- create a culture where everyone knows that they belong
- ensure our leaders act as role models and champions
- promote equity of opportunity for our staff, volunteers and the people who use our services

- ensure our EDI plan is integral to our annual planning processes to ensure that we deliver our goals
  - collect data on diversity and inclusion to enable us to inform our work and review our progress and impact
  - be accountable and transparent about our progress
  - use our influence to proactively champion EDI internally and with external partners
  - continuously improve, adopt best practice and learn from and share with others
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## PERSON SPECIFICATION

- A demonstrable passion for, and affinity with, our cause.
- Strong experience designing and implementing participatory approaches and activity, using a range of methods, including workshops and focus groups.
- Experience of working effectively alongside people with lived experience of a pressing social issue.
- Ability to support others to facilitate great participation and engagement opportunities to support delivery of organisational objectives.
- Experience developing and evolving ethical participation, including maintaining the highest standards of safeguarding and other requirements of responsible involvement.
- Ability to use expert judgement and clear focus in challenging situations.
- Exceptional organisational skills with proven experience of working to deadlines on concurrent tasks.
- Experience of utilising project management approaches that support effective planning, delivery and measurement, and applying these in the context of engagement, involvement or participation work with people with lived experience.
- Experience building a learning culture, including an understanding of evaluation frameworks within participation, and ways to iterate approaches to ensure good outcomes
- An understanding of what barriers there might be to taking part in activity for older people living on low incomes, including experience in designing ways to overcome them.
- Experience building good working relationships with a variety of internal and external stakeholders, including colleagues, senior leaders and people with lived experience.
- Knowledge of line management approaches, and experience of building a supportive working culture.
- Strong communication skills, with the ability to speak with people at all levels in person, by phone and email. Proven experience of communicating in writing, adapting style for different audiences.
- Strong IT skills including use of Microsoft Office packages and CRM systems (e.g. Salesforce).
- Willingness to travel to support older people on low incomes to participate in activity and to take part in key Independent Age events.