

# Senior Diversity, Equity and Inclusion Learning and Development Manager



Too many older people have no one to turn to for support. We believe no older person should have to struggle alone. We're Age UK, the UK's leading charity for older people. We provide information, support, friendship and advice when it's needed most. Our services are a lifeline – could you help us reach even more people who need us?

## The job, in a nutshell

We are looking for a diversity, equity and inclusion subject matter expert, with a track record and passion for delivering successful learning and development initiatives. You will lead on the design and delivery of diversity, equity and inclusion training, workshops and resources for Age UK, including its subsidiaries Age International and Age Co. This will include specific content on age friendly employment, anti-racism and disability inclusion including neurodiversity. You'll have strong knowledge and experience of best practice in talent management and development, excellent communication and facilitation skills, experience using classroom-based teaching and e-learning methods and strong analytical skills to measure impact and outcomes.

## What you'll do for us:

- Evaluate diversity, equity and inclusion training and development needs for Age UK, including its subsidiaries Age International and Age Co, and produce an organisational wide learning plan and curriculum that meets the needs of different audiences and aligns with strategic objectives.



“The Diversity, Equity and Inclusion (DEI) team have been amazing and supportive in creating an environment that is conducive to delivering and achieving our strategic DEI goals. I have loved all the work I've done with the team as Co-Chair of the Race Action Group and I'm excited that the team are now expanding as we embark on a new and ambitious strategy for a world where every older person feels included and valued.”

**Muna Ali**  
PROJECT MANAGER

## Our values

- Collaborative
- Impactful
- Ambitious
- Inclusive

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- Develop and deliver inspiring diversity, equity and inclusion training, workshops and resources for Age UK and its subsidiaries Age International and Age Co, with a particular focus on age friendly inclusion, anti-racism and disability inclusion.
- Use collaboration and co-production methods to design and deliver learning content, working with colleagues, volunteers and beneficiaries as appropriate.
- Organise and deliver learning opportunities, training and events, using a variety of delivery methods including in-person and online teaching, e-learning, workshops, seminars and on-the-job training.
- Source and commission external providers to design and deliver equity, diversity and inclusion initiatives.
- Manage procurement, contracts and relationships, in collaboration with colleagues, as appropriate.
- Use learning and development initiatives to influence and inform organisational culture and support stakeholder competencies and behaviours to align with Age UK's values.
- Monitor and report on the effectiveness of learning and development initiatives, use findings to inform and improve ongoing delivery, operational plans and strategic delivery.
- Collaborate with the Head of Diversity, Equity and Inclusion, HR and wider stakeholders to identify and implement age friendly employment strategies, to improve the recruitment, retention and development of workers over 50.
- Develop and socialise policies, procedures and materials to ensure organisational compliance with legislation and best practice relevant to diversity, equity and inclusion.
- Provide subject matter expertise on diversity, equity and inclusion issues.
- Represent Age UK at working groups and multi-organisational events and initiatives as required.

## General responsibilities

- Be flexible and carry out other associated duties as may arise, develop or be assigned in line with the broad remit of the position.
- Stay informed about industry trends, best practices, and legal

## Location

Hybrid - Home working, with approx. weekly attendance at our London Office, One America Square. Travel costs to the London office are the responsibility of the postholder and not covered by the charity.

## People management

Yes

## Division

People



[ageuk.org.uk](https://ageuk.org.uk)

Age UK, 7th Floor, One America Square, 17 Crosswall, London EC3N 2LB.  
Registered charity number 1128267. Company number 6825798.

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requirements related to diversity, equity and inclusion, and integrate them into learning and development initiatives.

- Maintain and improve competencies through continuous professional development. Abide by all organisational policies, codes of conduct and practices.

## Must have:

### Knowledge

- In-depth subject matter expertise in diversity, equity and inclusion, particularly anti-racism and disability inclusion.
- In-depth knowledge and understanding of relevant legal, data, governance and compliance obligations.

### Experience

- Developing and embedding diversity, equity and inclusion policies and practices into an organisation and delivering measurable change.
- Identifying individual, group and organisational learning and development needs and designing a learning curriculum.
- Developing and delivering diversity, equity and inclusion training, workshops and resources for a range of audiences using different delivery methods and platforms including e-learning and online teaching.
- Monitoring the effectiveness of learning and development initiatives, using findings to inform and improve ongoing delivery and performance.

### Skills

- Excellent communication and interpersonal skills, with the ability to build relationships and influence stakeholders at all levels of the organisation verbally and in writing.
- Analytical, with the ability to collect and interpret data to inform decision making and measure impact.
- Strong project management skills, with the ability to prioritise and manage multiple initiatives simultaneously.
- Comfortable constructively challenging others to drive positive change.

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