

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 inclusion, 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 curriculum and plan 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 learning opportunities, training and events using different delivery methods and platforms including in-person and online teaching, e-learning, workshops and on-the-job training.
- Use collaboration and co-production methods to design and deliver learning opportunities and events, working with colleagues, volunteers and beneficiaries as appropriate.
- 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 diversity, equity and inclusion initiatives to influence and inform organisational culture and support stakeholder competencies and behaviours to align with Age UK's values and strategic objectives.
- Establish and maintain metrics to measure the effectiveness of diversity, equity and inclusion initiatives, regularly assessing progress and making data-driven recommendations for improvement.
- Act as a subject matter expert and point of contact for Age UK colleagues in relation to diversity, equity and inclusion issues.
- Support HR and management to address any issues, complaints, or grievances related to diversity, equity and inclusion.
- Develop and socialise diversity, equity and inclusion policies, procedures and resources to ensure organisational compliance with legislation and best practice.
- Prepare and circulate communications to raise awareness of diversity, equity and inclusion activities, progress against organisational objectives and learning.
- Represent Age UK at working groups and multi-organisational events and initiatives as required.

General responsibilities

- Stay informed about industry trends, best practices, and legal requirements related to diversity, equity and inclusion, and integrate them into initiatives.
- Be flexible and carry out other associated duties as may arise, develop or be assigned in line with the broad remit of the position.

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

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

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

Must haves:

The below competencies will be assessed at the indicated stage of the recruitment process: Application = A, Interview = I, Test = T, Presentation = P

When completing your supporting statement please demonstrate how you meet the competencies assessed at application stage (A).

Knowledge

- In-depth subject matter expertise in diversity, equity and inclusion, specifically anti-racism and disability inclusion. *A, I, T, P.*
- In-depth knowledge and understanding of relevant legal, data, governance and compliance obligations. *A, I, T.*

Experience

- Developing and embedding diversity, equity and inclusion principles and practices into an organisation and delivering measurable change. *A, I, P.*
- Identifying individual, group and organisational diversity, equity and inclusion learning and development needs and designing a learning curriculum. *A, I.*
- Developing and delivering diversity, equity and inclusion training, workshops and events for a range of audiences, using different delivery methods and platforms, including in-person and online teaching and e-learning. *A, I, P.*
- Producing diversity, equity and inclusion policies, procedures and resources. *A, I.*
- Working collaboratively and building networks with a diverse range of people across a complex multi-stakeholder environment. *A, I.*

Skills

- Excellent communication and interpersonal skills, with the ability

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to build relationships and influence stakeholders at all levels of the organisation verbally and in writing. *I, T, P.*

- Strong data analysis and interpretation skills, with the ability to measure the impact of diversity, equity and inclusion initiatives and use metrics to drive decision-making. *A, I.*
- Strong project management skills, with the ability to prioritise and manage multiple initiatives simultaneously. *A, I.*
- Comfortable constructively challenging others to drive positive change. *A, I.*

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