

Strategic Change 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

The role of Strategic Change Manager is to support local Age UKs to maintain and enhance their strategic positioning, financial sustainability, and governance. The role will provide support to both individual and groups of local Age UKs in relation to organisational development, significant strategic change, contingency planning, and crisis management. Support will need to be provided in a timely, focused, and impactful manner. The Strategic Change Manager will work closely with senior stakeholders across the Network to develop and implement robust project plans, take a proactive approach to challenges, and ensure the continuity of high-quality services and support for older people. The role will have responsibility for overseeing a small team of Network & Engagement Managers whose focus is to develop and maintain strong relationships with Chief Officers and Chairs of local Age UKs.

What you'll do for us:

- Work closely with the Director of Network Engagement & Support, Head of Quality and Compliance and Financial Governance to understand the

Our values



Collaborative

Impactful

Ambitious

Inclusive

Strategic Change Manager



needs, priorities and challenges faced by local partners.

- Be responsible for leading and developing a small team of Network Engagement & Support Managers.
- Provide timely, project-based support to local Age UKs that are facing major change including but not limited to mergers, restructures, partnership development and funding challenges.
- Use your strong understanding of charity governance and service delivery to share knowledge, tools, and resources in support of change and crisis management.
- Work closely with subject matter experts across the national charity such as Fundraising, Influencing, Retail to ensure you are drawing on all resources available to support the local partner.
- Build and maintain positive working relationships with senior stakeholders, including Chairs and Chief Officers, in local Age UKs by supporting them to achieve their goals and the adoption of best practice to improve performance.
- Assess the impact of the change, help identify potential risks and explore potential opportunities.
- Develop practical and sustainable business/recovery plans in partnership with local partners, which provide pragmatic solutions and outcomes.
- Develop, design, and implement comprehensive contingency plans with local Age UKs which proactively respond to crisis situations.
- Set and manage individual programme and project budgets, meeting financial objectives and implementing effective financial controls.
- Contribute to wider divisional and organisational work to deliver other strategic objectives.

Must haves:

- Excellent understanding of the policy and legislative environment in which Age UK services operate, current and future issues in the charity sector, governance, and legal framework and how it translates into reality.
- Knowledge of the role of statutory, voluntary, and private sectors in relation to service provision for older people.

Location

Flexible - Home based or London/Hybrid

People management

Yes

Division

Network Support



ageuk.org.uk

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

Strategic Change Manager



- Knowledge of services for older people, with a particular focus on those provided by local Age UKs.
- Excellent influencing, negotiation, and persuasion skills to enable the delivery of positive solutions when working with local Age UKs at times of organisational stress.
- Excellent interpersonal and communication skills and an ability to build and maintain effective working relationships internally and externally at all levels.
- Excellent organisational and planning skills with the ability to prioritise workloads, maintain systems, manage competing demands, and work calmly and confidently under pressure.
- Proven ability to work collaboratively with others to find creative and innovative solutions.
- Proven ability to analyse complex information and make decisions and formulate recommendations quickly, communicating information clearly and accessibly.
- Demonstrable knowledge and application of project and change management methodologies.
- Experience of developing and managing teams.

Great to have:

- Well-developed understanding of the environment affecting statutory, private and voluntary sector organisations.

Any other relevant details

- Requirement to travel which may involve overnight stays.
- This role description is not intended to be exhaustive in every respect, but rather to clearly define the fundamental purpose, responsibilities, and dimensions for the role.

Location

Flexible - Home based or London/Hybrid

People management

Yes

Division

Network Support



ageuk.org.uk

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