

# Diversity, Equity and Inclusion 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, to lead on the design and delivery of diversity, equity and inclusion initiatives across Age UK, with a focus on our Retail division and internal events, communications and employee networks. You will have strong knowledge and experience of embedding diversity, equity and inclusion principles and practices into an organisation and delivering measurable change, excellent stakeholder management, communication and facilitation skills, and the ability to bring people together and work collaboratively across a complex organisational environment.

## What you'll do for us:

### Main Responsibilities

- Evaluate diversity, equity and inclusion development and training needs for Age UK Retail, and design and deliver an action plan and learning curriculum that aligns with business goals and strategic objectives.
- Act as the subject matter expert and first point of contact for Age UK Retail colleagues in relation to diversity, equity and inclusion issues.
- Coordinate employee resource groups and peer networks across Age UK



“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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and provide guidance and support to enable their active engagement and participation in creating inclusive working practices, policies and procedures.

- Support HR and management to address any issues, complaints, or grievances related to diversity, equity and inclusion.
- Organise and deliver an annual series of diversity, equity and inclusion events and learning opportunities, to build community across the organisation and enhance awareness and understanding of diversity, equity and inclusion issues.
- Support the development and socialisation of diversity, equity and inclusion policies, procedures and resources to ensure organisational compliance with legislation and best practice.
- Establish and maintain metrics to measure the effectiveness of diversity, equity and inclusion programs and initiatives, regularly assessing progress and making data-driven recommendations for improvement.
- Prepare and circulate communications to raise awareness of diversity, equity and inclusion activities, progress and learning.
- Set up and maintain, diversity equity and inclusion communication channels and platforms including The Loop (Age UK's internal intranet) and SharePoint, quality assuring information including maintaining strict version control.
- Represent Age UK by attending working groups, forums and events as required.

## General responsibilities

- Travel to Age UK offices and Retail locations across the country.
- Stay informed about industry trends, best practice, 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.
- Maintain and improve competencies through continuous professional development.
- Abide by all organisational policies, codes of conduct and practices.

## Location

Hybrid - London

## People management

No

## 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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## 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, particularly 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.
- Producing diversity, equity and inclusion policies, procedures and resources. A, I
- Working collaboratively and building networks with a diverse range of people across a multi-stakeholder environment. A, I
- Identifying individual, group and organisational learning and development needs and designing and delivering a diversity, equity and inclusion learning curriculum. A, I
- Organising and delivering diversity, equity and inclusion events, training and workshops to a range of audiences using different delivery methods and platforms. A, I.
- Using Microsoft Office software tools, including Teams, SharePoint, Excel and PowerPoint. Skills and Abilities. A.

## Skills and abilities

- Excellent communication and interpersonal skills, with the ability to engage and influence stakeholders at all levels verbally and in writing. A, 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

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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.
- Able to travel across the UK.

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. Therefore, this role description does not describe any individual role holder.

In addition to the contents of this role description, employees are expected to undertake all other reasonable and related tasks allocated by line management.

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