Age-Friendly Hertfordshire
Join us in creating an age-friendly community

Live Longer Better. in Hertfordshire

JOB DESCRIPTION

Job Title	Transport Lead
Reporting to:	Programme Lead
Location	Hybrid (with travel required throughout Hertfordshire)
Hours	21 hours per week Flexible working arrangements supported
Salary	£30,000 per annum pro rata
Duration	3 years, fixed term

Background Information

About the Age Friendly: Live Better Programme

Funded by the Public Health Prevention Investment Programme (PHIP), we are looking for people to join our exciting new initiative which builds on the foundations of Age-Friendly Hertfordshire (AFH) and Live Longer Better in Hertfordshire (LLBiH). Currently, these initiatives are delivered as separate programmes—AFH focused on creating age-friendly environments and improving experiences of ageing through community engagement, local action and system-level influence , and LLBiH on physical activity and prevention to strengthen purpose, capability and connection. This new programme will bring elements of both programmes into a single, countywide framework, enabling alignment, deeper local delivery, and a stronger shared legacy. This integration enables greater coordination, increased reach, creating a more systematic and impactful programme to support healthy ageing across Hertfordshire.

This programme, Age Friendly: Live Better, will be delivered by Age UK Hertfordshire, Herts Sports & Physical Activity Partnership and North Herts & Stevenage CVS. The programme will advocate for system-level change, while ensuring meaningful grassroots impact through community engagement, co-production, and local activation. The partnership will work across local government, health, VCFSE, private sector, and transport partners to champion age-friendly policies, while embedding co-designed, resident-led action at community level over the next 3 years. The main objectives of the programme will be to:

- Reduce loneliness and isolation by increasing opportunities for connection, volunteering, and local engagement

- Improve access to inclusive infrastructure and services, such as transport, toilets, and resting places
- Strengthen cross-sector commitment to age-friendly practices in workplaces, planning, and service design
- Shift behaviours by making it easier, safer, and more rewarding for older adults to remain active and engaged

The Age Friendly: Live Better programme is a pioneering initiative which aims to make ageing better a reality for everyone. We aim to inspire and inform those in power to tackle the inequalities faced by older people, call out and challenge ageism in all its forms and encourage the widespread take-up of brilliant ideas and approaches that help people to age better.

Job Purpose

This is a pivotal support role within the programme team, as part of the Age Friendly: Live Better movement. The overall purpose is to support the effective delivery of our work within local places so that more people across the county can enjoy their later life.

Working under the programme Lead and working closely with the programme team you will take responsibility in ensuring that the local delivery plans are implemented, working with the wider stakeholders in the local community.

The Transport Officer will work on key actions, such as working with transport providers on support of bus shelter upgrades, leading on the chatty bus campaign, supporting the implementation of age friendly training for bus drivers and improving access to transport information, as well as other forms of transport including community transport schemes. In addition, they will play a key role with the programme communications and working with local communities, including overseeing and maintaining our approach to keeping contact with members, responding to enquiries and requests, coordinating events and email communications.

The postholder will be responsible for day-to-day delivery of the local action plan, working independently while maintaining strong communication with the programme team and working with the locality leads on issues raised via local information gathering which highlights a broader, county wide related issue. They will support ongoing review and development of processes as the programme evolves, ensuring our approach remains effective and responsive.

Specific duties and responsibilities

- Implement the action plan for transport, ensure it remains on track and is delivered within agreed times.
- Collaborate with partners to align local priorities and advance the Age Friendly agenda, establishing Age Friendly Partnerships(s) and working groups as required.
- Represent the programme and partner organisations at local community events, partnership meetings and engagement activities.

- Support establishment and ongoing delivery of local Older People's Forums or equivalent structures to ensure strong resident voice in shaping priorities.
- Work with local authority and VCFSE partners to identify and pursue funding opportunities that can support local Age Friendly projects and innovation.
- Recruit local organisations, community groups and stakeholders to join the Age Friendly Network and strengthen commitment to age-friendly practices.
- Participate in programme steering groups, providing insight from local delivery to inform countywide planning, priorities and system-level action, and vice versa.
- Lead or support delivery of local campaigns and engagement activities, including initiatives linked to national movements (e.g., International Day of Older People, Act Now Age Better, Take 5 to Age Well).
- Promote and support awareness, recruitment and engagement with the Age Friendly Ambassador Programme across the local area.
- Support development and implementation of the action plan for the local area, ensure it remains on track and is delivered within agreed times.
- Manage volunteers who will be supporting the implementation of the local action plan
- Engage stakeholders across community, voluntary and statutory sectors to build commitment, through attending meetings.
- Establish means by which to engage with local people, raise awareness and interest in participating in the initiative.
- Research and coordinate policy development in line with this work.
- Prepare and present briefings and reports about progress against plans, at internal and external events
- Produce written reports as required for internal management purposes as well as for wider external publication
- Maintain a 'lessons learned' document to support and guide other areas wishing to progress an 'Age Friendly' assessment and programme of work.
- To develop an understanding of the needs of older people which are not being fully met and feed this information into the ongoing development plans for our services, and to help us target activity to address these needs.
- To assist with the evaluation of service feedback and ensure that relevant information is acted on by services and also used to develop future services.
- Keep accurate records using the partnership's client management system.
- Set up Network meetings and record minutes
- Ensure all activities are delivered in accordance with agreed policies and procedures e.g. equalities and diversity, health and safety, confidentiality, data protection etc.
- Support regular network communications, including the monthly newsletter and member bulletins.
- Work with the team to ensure the online resources and web pages are up to date, accurate and accessible to members, and meet the needs of new and potential members.
- Promote and support open and effective collaboration across the programme
- Carry out all duties in a professional manner and in line with our values
- Undertake any other roles or responsibilities that may be reasonably required

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Person specification

Criteria	Essential	Desirable	How identified & assessed
Knowledge / skills			
An excellent understanding of project management		x	Interview/ Application
Excellent administration and time management skills	x		Interview/ Application
Excellent IT / information management skills	x		Application
Excellent presentation skills	x		Interview/ Application
Good written & spoken communication skills	x		Interview/ Application
An understanding of the needs and concerns of older people, including those living with dementia	x		Interview/ Application
Knowledge of statutory or voluntary agencies, ideally in Hertfordshire, and how they relate to those over 55 years of age	x		Interview/ Application
Knowledge of GDPR and its' application in managing activities and volunteers	x		Interview/ Application
Understanding of marketing and communications.		x	Interview/ Application
Ability to build effective working relationships with arrange of people, and organisations representing people of different cultures, background and beliefs	x		Interview/ Application
Ability to think strategically and develop/deliver detailed implementation plans.	x		Interview/ Application
Experience			
Team administration - supporting teams and individuals	x		Interview/ Application
Working on multiple projects and managing multiple deadlines & stakeholders simultaneously	x		Interview/ Application
Experience working with membership, contact or stakeholder management tools (e.g. excel, CRM)		x	Application
Experience of managing volunteers	x		Application

Experience of working collaboratively with other organisations.	x		Interview/ Application
Personal qualities			
Commitment to the programme's mission and principles	x		Interview
Organised, with an interest in and maintaining and improving administrative and other processes	x		Interview/Application
Collaborative approach and ability to build effective relationships with a wide range of people	x		Interview
Ability to take initiative, work independently and be creative in solving problems	x		Interview
Additional			
Must occasionally be able to work outside of usual working hours.	x		Interview
Ability and willingness to travel around the County.	x		Interview
Equal Opportunities			
Commitment to incorporating Equality, Diversity and Inclusion principles into all aspects of work.	X		Interview/Application