JOB DESCRIPTION

Job Title	Network and Learning Manager – Age-friendly Communities
Reporting to:	Head of Communities
Location	Central London Offices and Hybrid working to be supported Expectation that your minimum office attendance will be 6 days per month. This is open to amendment in the future
Hours	0.8 FTE 4 days a week Flexible working arrangements are supported
Salary Band/Grade	Band 3

Job Purpose

The Age-friendly Communities Network Manager is responsible for growing and developing the UK Network so that more people can live in places which support them to live and age well.

You will lead the development, delivery, and growth of the Age-friendly Communities Network. You will deliver a dynamic programme of events and peer learning opportunities, facilitate collaboration between members, and ensure that insights and good practice are shared both across the network and more widely with key external stakeholders. You will build relationships across the network, with local authorities and health representatives, supporting them in their work to make their communities more age-friendly, and to participate in the work of Ageing Better.

The Age-friendly Communities Network is one of two networks in the Age-friendly Homes and Communities action area, the other being the Good Home Network You will work with the Network Manager (Good Home Network) to streamline delivery and help to ensure that Ageing Better's networks and communities of practice support our vision of a society in which everyone can live a good later life.

The role will include occasional UK travel to attend workshops, meetings, or conferences.

Specific duties and responsibilities

Management of the UK Network of Age-friendly Communities

1. Lead, manage and deliver a programme of learning activities and events, including learning sessions, peer calls and an annual conference, alongside the Head of Communities
2. Work with network members and colleagues to identify and document good practice, lived experience and other learning that can be shared through the network, feed into the wider team's work and be shared nationally with stakeholders and funders.
3. Work with the network and other external stakeholders to produce and promote outputs which to encourage others to join the network and adopt age-friendly approaches
4. Ensure written, visual and audio-visual content is inspiring and engaging, and that website pages support understanding of Age-friendly Communities, how to join and how to progress.

5. Facilitate engagement, exchange of information, and peer-to-peer learning between network members both within and outside of organised network events.
6. Identify and support opportunities for collaboration between Ageing Better and network members – e.g. informing our work and how we communicate it.
7. Represent Ageing Better in external settings, making the case for the age-friendly communities approach.
8. Work with the Head of Communities to promote and grow the network across the country, targeting areas which may not currently be well represented.
9. Provide guidance and support to members to enable them to progress in their Age-friendly journeys and to adopt the WHO framework.
10. Ensure the feedback and experience of members shape learning activities and outputs and reflect the needs of members at different stages.
11. Ensure effective systems and governance for managing network membership—from initial contact to engagement. This includes using Ageing Better's CRM, managing a steering group and membership application process, and maintaining up-to-date governance records and terms of reference. Lead the delivery of discrete projects that support age-friendly communities to develop and deepen their impact e.g. design and development of age-friendly training
12. Work with the Head of Communities to ensure our obligations as an affiliate of the WHO's GNAFCC are discharged, and affiliate status is maintained
13. Ensure that the people in and approaching later life are well represented and influential in the development and work of the network
14. Ensure the network is welcoming, inclusive and accessible to all, and that Equality, Diversity and Inclusion (ED&I) principles are firmly embedded in its work

Project and Team Management
15. Provide effective line management and support to the Age-friendly Learning Officer, directing and overseeing their work to deliver the learning programme and ensuring they understand their role and how it contributes to Ageing Better's vision and strategy
16. Ensure all UK Network activities are well managed, ensuring project plans, meetings, and other tools and processes are in place to support delivery.
17. Manage the Age-friendly Communities Network budget, ensuring value for money, and actively contribute to financial and impact reporting and planning processes.
18. Provide oversight to the work of colleagues where it relates to Age-friendly Communities Network, including the Programme Officer in relation to network administration.
19. Working closely with the Network Manager (Good Home Network), share learning, resources and skills as well as systems and processes to avoid duplication and maximise impact of our networks within the team.

Shared Duties
- Comply with CfAB's policies and procedures at all times
- Promote and support open and effective collaboration across CfAB, participating in team meetings, planning sessions and cross organisational initiatives as needed to meet shared organisational goals
- Carry out all duties in a professional manner and in line with our values
- Adhere to relevant data protection laws and regulations, including UK GDPR and the Data Protection Act 2018 ensuring the secure and ethical handling of personal data
- Promote and maintain a safe and healthy working environment in line with CfAB's Health and Safety policies and statutory obligations, taking responsibility for your own health and well being
- Support fundraising and income generation activities as required, whether by contributing to the development of funding bids or by supporting, monitoring, reporting and impact evaluation processes

- Actively contribute to the charity's influence and advocacy work promoting the voice and best interests and rights of older people
- Undertake any other roles or responsibilities that may be reasonably required within the scope of the Band and scale of the role

Person specification

Criteria	Essential	Desirable	How identified & assessed
Knowledge / Experience			
Understanding of local government and public / voluntary sector context and policy environment	✓		Application / interview
Knowledge of the issues affecting older people/ageing population or Age-friendly work		✓	Application
Experience of facilitation, and workshop and event design and management, including using online formats and tools	✓		Application / Interview
Experience of managing a network or partnership group, at a local or national level	✓		Application/ Interview
Experience of producing outputs for national or local government		✓	Application/ Interview
Experience of producing guidance materials, resources, case studies, training or other communications for learning	✓		Application/ Interview
Line management experience and/or overseeing and supporting the work of others to deliver outcomes for which you are held accountable	✓		Application/ Interview
Skills/Competencies			
Excellent verbal and written communication and personal influencing skills	✓		Application/ interview
Excellent interpersonal and relationship management skills, able to gain credibility with key stakeholders	✓		Interview
Excellent project management, organisational and prioritisation skills	✓		Application/ Interview
Able to recognise and assess good practice and opportunities for learning and impact	✓		Application/ Interview
Experience involving people with lived experience in projects		✓	Application
Personal Qualities			
Commitment to Ageing Better's mission and values	✓		
A demonstrable commitment to Equality, Diversity, and Inclusion (ED&I), and a willingness to learn about and engage in these issues on an ongoing basis	✓		