

Service Development & Improvement Advisor



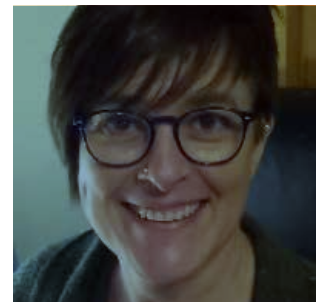
Too many older people have no one to turn to for support. We believe no older person should have to struggle alone. We're Age UK, the UK's leading charity for older people. We provide information, support, friendship and advice when it's needed most. Our services are a lifeline – could you help us reach even more people who need us?

The job, in a nutshell

- Support service development and improvement across the Age UK Network.
- To provide direct support to Network Partners and develop and co-ordinate resources for service development and a continuous improvement approach to services and their delivery.

What you'll do for us:

- Support Age UK Network Partners to develop and improve their services, enabling a continuous improvement approach with Partners
- Support Age UK to develop and improve their services and programmes, enabling a continuous improvement approach across Age UK.
- Contribute to the delivery of a Service Development & Improvement Strategy.
- Ensure Network Partners and relevant staff at Age UK are aware of the support and resources available to support delivery.
- Work with colleagues across the Network Support Division to provide service development and improvement input into projects, programmes and services where required.



“It is great to work with partner Age UK's and within the Quality and Compliance Team where we endeavour to embrace the need for quality to be at the heart of delivery.”

Bethan Hopkin
LEAD ASSESSOR

Our values



Collaborative



Impactful



Ambitious



Inclusive

Service Development & Improvement Advisor



- Undertake in-depth service reviews with Network Partners across a wide range of services, including CQC registered services.
- Maintain knowledge and skills in relation to service development and improvement.
- Upskill colleagues across Network Support Division in service development and improvement techniques and approaches.
- Work within and reinforce the Innovation for Sustainability framework and process

What we need from you:

- Practical knowledge of service development and improvement
- Understanding of using public health approaches to improve services to enhance outcomes for older people.
- Experience of using a continuous improvement approach to improve services.
- Understanding of the environment within which voluntary sector organisations deliver services.
- The ability to evaluate services, produce reports and recommend improvement actions.
- Excellent oral and written communication skills, including the ability to communicate with staff in different locations and roles.
- The ability to write clear and concise reports, including option appraisal
- Good IT skills, including proven ability to use Microsoft Office as well as CRM and data management systems as they relate to service delivery.
- The ability to work proactively and on their own initiative.
- Wide range of influencing skills, including the ability to build and maintain relationships with internal and external partners to meet objectives.

Must haves:

The below competencies will be assessed at the indicated stage of the recruitment process:

Application = A, Interview = I, Test = T, Presentation = P

Location

Hybrid (London)

People management

No

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.

Service Development & Improvement Advisor

Experience	
Experience of service development and improvement work	A,I
Experience of using a continuous improvement approach to improve services	A,I
Experience of evaluating services, producing reports and recommending improvement actions	A,I,T

Skills and Knowledge	
Knowledge of using public health approaches to improve services to enhance outcomes for older people (or other demographic group)	A,I
Knowledge of service development and improvement tools	A,T
Understanding of the environment within which voluntary sector organisations deliver services	A,I
Excellent oral and written communication skills, including the ability to communicate with staff in different locations and roles	A,I
Ability to write clear and concise reports	A,I
Good IT skills, including proven ability to use Microsoft Office and Teams	A,I

Personal attributes	
Ability to work proactively and on their own initiative.	A,I
The ability to build and maintain relationships with internal and external partners	A,I
Keen understanding of issues facing older people	A,I

Great to have:

The below competencies will be assessed at the indicated stage of the recruitment process:

Application = A, Interview = I, Test = T, Presentation = P

Experience	
Experience of service management in the voluntary sector	A,I
Skills and Knowledge	
Knowledge of public sector commissioning as it relates to services delivered by voluntary sector organisations	A,I

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Other requirements:

- Role will involve regular and frequent travel across England and Wales. Overnight stays will be required on occasion.
- 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.
- In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.
- Age UK acknowledges that some groups are less likely to apply for roles and we welcome applications from anyone who feels they have the skills, time and energy to commit to us.

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