

JOB DESCRIPTION

Job Title	Innovation and Change Officer
Reporting to:	Senior Innovation Manager / Senior Change Manager
Location	Central London, with some remote working supported
Hours	Up to 37.5 hours/ 5 days a week Flexible working arrangements supported
Salary Band/Grade	2
Duration	Permanent

Background Information

About the Centre for Ageing Better

The Centre for Ageing Better is a charity, funded by an endowment from the Big Lottery Fund, working to create a society where everyone enjoys a good later life. We want more people to be in fulfilling work, in good health, living in safe, accessible homes and connected communities. By focussing on those approaching later life and at risk of missing out, we will create lasting change in society. We are bold and innovative in our approach to improving later lives. We work in partnership with a diverse range of organisations. As a part of the What Works network, we are grounded in evidence.

Job Purpose

The Innovation and Change Officer supports the effective management, delivery and communication of projects to promote innovation and evidence-based practice. You will support senior functional and programme colleagues in scoping, commissioning and managing projects and other activities. You will manage projects and contracts with partners and suppliers, ensuring timely delivery and reporting, and supporting visibility and accountability. You will coordinate the involvement of functional and programme colleagues in project oversight, decision-making and communications. You will work with programme and functional colleagues to capture learning and case studies, and support senior colleagues to ensure the quality of our innovation and change activities.

Specific duties and responsibilities

Support colleagues to manage innovation and change projects in line with Ageing Better's systems, processes, principles and quality standards:

- Support the project commissioning process (project design, invitations to tender and calls for application, selection and feedback, compliance and due diligence etc)
- Work with Operations & Finance colleagues to ensure that contracts and grant agreements are issued efficiently and in compliance with Ageing Better's procedures
- Work with colleagues across the organisation to develop and manage project plans, delivery milestones, reporting and payment schedules, and ensure that project information is kept up-to-date and accurately recorded
- Maintain regular communication with providers and other project stakeholders
- Support the planning and delivery of project events, meetings and other activities
- Support the planning and production of project reports, blogs and other communications outputs, working closely with Communications colleagues
- Support the involvement of people with lived experience in our projects
- Provide day-to-day project delivery and management support and substitute for senior colleagues on project activities as needed

Support internal communications and learning:

- Support calls for practice and similar learning / research activities
- Work with colleagues and practitioners to surface interesting practice, write up case studies and support reflection on lessons from practice across our topics
- Support with tools and procedures to capture learning from practice
- Produce case studies, presentations and other materials to disseminate and share learning from practice
- Communicate the work of the team and organisation through blogs, briefings, reports etc, and keeping information on the Ageing Better website updated
- Actively participate in and contribute to learning and development activities

Provide technical advice and support: (this is an area for postholders to develop)

- Work with the Senior Innovation Manager and Senior Change Manager to document and share learning, guidance and other resources to ensure that projects meet our expectations in terms of quality
- Provide advice and support on functional standards and approaches throughout the project cycle
- Build relationships with potential providers, maintain provider registers, advise colleagues and provide feedback on providers and bids

Act in line with Ageing Better's principles and values:

- Take personal responsibility for safeguarding and promoting the rights of older people
- Comply with our policies and procedures at all times, in particular Data Protection
- Promote and support open and effective collaboration across Ageing Better
- Carry out all duties in a professional manner and in line with our values
- Support other team processes and administrative tasks and undertake any other roles or responsibilities that may be reasonably required

Person specification

Criteria	Essential	Desirable	How identified & assessed
Knowledge / skills			
Project management & ability to identify & manage delivery risks	✓		
Good written and verbal communication skills	✓		
Good IT / information management skills	✓		
Experience			
Project / contract / grant management – working with suppliers & third parties to ensure timeliness, quality & cost control	✓		
Working on multiple projects and managing multiple deadlines & stakeholders simultaneously	✓		
Event management – logistics, materials & support for facilitation & reporting	✓		
Providing advice / support on systems & processes		✓	
Dealing with researchers, practitioners &/or people in later life – familiarity with communication styles, needs & perspectives of different audiences		✓	
Personal qualities			
Commitment to Ageing Better’s mission and principles	✓		
Highly organised and efficient, with strong attention to detail	✓		
Collaborative approach, with a focus on supporting others to achieve results	✓		
Comfortable working independently & managing own workload across a range of priorities	✓		
Versatile & flexible approach, able to work across a range of different projects / priorities as needed	✓		