



Ageing Well Manager

Job description

Age UK Devon, 1 Manaton Court Matford Business Park, Devon, Exeter, EX2 8PF
Registered charity number 1019018 / Company number 02773453

Terms & Conditions

Grade	Management 1 (M1)
FTE Salary	£30,633 per annum, increasing to £32,304 per annum on successful completion of probationary period
Hours	30-37 hours per week
Place of work	Age UK Devon, 1 Manaton Court, Matford Business Park, Exeter, Devon, EX2 8PF with some home working due to Hybrid Working Policy
Contract type	Permanent
Annual leave	During 1st year of service: 28 days (20 days holiday + 8 bank holidays) Over 2 years' service: 29 days (21 days holiday + 8 bank holidays) Over 3 years' service: 30 days (22 days holiday + 8 bank holidays) Over 4 years' service: 31 days (23 days holiday + 8 bank holidays) Over 5 years' service: 32 days (24 days holiday + 8 bank holidays)
Pension	An Auto-Enrolment Pension Scheme is in place with a 3% contribution from the employer, provided it is matched by a 5% contribution from the employee.
Benefits	A great working environment Supportive team culture BUPA Employee Assistance Programme The Blue Light discount card Age UK Discounts Portal provided by Aon Tickets for Goo



Role overview

A once-in-a-lifetime chance to inspire change in later life across Devon.

Job title: Ageing Well Manager

Accountable to: Chief Executive

Responsible for: Active in Later Life Co-ordinator & Volunteers

At Age UK Devon, we believe that later life should be active, connected, and fulfilling. Every day, we support older people across the county to take positive action for their health, independence, and wellbeing. From tackling loneliness to helping people discover new passions and friendships, our work is all about creating brighter, more confident futures for older people in Devon.

Now we're looking for an energetic, proactive, and inspiring leader to take this vision even further. As our Ageing Well Manager, you'll have the opportunity to design, develop, and deliver innovative community services that genuinely change lives - whether that's through physical activity, social connection, intergenerational projects, or new ways to support independence.

This is your chance to lead a passionate team, collaborate with volunteers and partners, and bring fresh ideas that make a tangible difference. We want someone who is warm, friendly, organised, and dedicated, with the drive to get things done and the creativity to make things happen.



Our values

We support older people in Devon to take **positive action** to improve their lives, independence and wellbeing

We provide clear expert quality assured information, advice and support to help older people make **informed choices** about their lives

We embrace the diversity of our clients, staff and volunteers; and we listen to and value all contributions

We promote and enable **active and fulfilling** later lives

We encourage meaningful social connections to **tackle loneliness** and isolation



Your impact

Shape and deliver a diverse **programme of activities** and services that reduce social isolation, improve wellbeing, and support independence

Lead, motivate, and support **staff and volunteers** to deliver high-quality community projects and events

Build strong **relationships** with partners & stakeholders to create opportunities that inspire and include older people across Devon

Drive innovation and **continuous improvement** so that our services remain impactful, relevant, and inclusive



Key responsibilities

Workstream management

- Work proactively with other workstream managers to ensure a coordinated and holistic experience for older people
- Provide leadership and guidance to direct reports, ensuring effective delivery of day-to-day operations
- Ensure a holistic, person-centered journey for each older person accessing Age UK Devon under the Living Well in Later Life work stream
- Lead and oversee risk assessments for services, activities and events, ensuring compliance with health and safety standards
- Liaise with the Marketing Officer regarding all marketing requirements
- Ensure all services and activities are accessible, inclusive, and culturally sensitive
- Develop and implement impact measurement frameworks to assess the effectiveness of services and activities
- Manage any complaints in accordance with Age UK Devon's Complaints Policy
- Manage any safeguarding incidents in accordance with Age UK Devon's Safeguarding Adults Policy
- Work with the Chief Executive and Trustees to monitor progress against the 5-year Strategic Plan and annual Business Plan including risk management
- Identify and advise the Chief Executive and Trustees on potential areas for development and expansion
- Ensure that all service-related policies & procedures are reviewed and implemented as necessary to meet legal and best practice guidance



Key responsibilities cont...

Service delivery

Oversee the delivery of community activities, ensuring:

- Activities are scheduled and tracked in Salesforce
- Participant data, consent, and attendance are accurately recorded
- Client tasks and referrals are managed and completed within Salesforce
- Sessional workers have valid Service Level Agreements, Disclosure and Barring Service (DBS) checks, and current insurance documentation

Oversee the delivery of Seated Exercise training, including:

- Coordinating training schedules in line with budgetary requirements
- Collaborating with the Marketing Officer to promote training opportunities and increase participant engagement
- Working towards achieving external accreditation for the Seated Exercise training programme to ensure quality and credibility
- Monitoring participant feedback and outcomes

Oversee the planning and execution of events, including:

- Coordinating logistics, venues, and staffing
- Ensuring risk assessments and insurance are in place
- Capturing attendance and feedback for evaluation



Key responsibilities cont...

Innovation & service development

Collaborate with the Senior Management Team to:

- Pilot innovative approaches to engaging older people through diverse activities
- Lead initiatives involving older people in service design and evaluation
- Develop our chargeable training opportunities
- Enhance Salesforce functionality to improve operational efficiency

Partnership & community engagement

- Develop, build, and maintain strategic partnerships and effective relationships with statutory bodies, voluntary and community organisations, external partners, and stakeholders to enhance service delivery and extend the charity's reach
- Represent Age UK Devon in multi-agency forums to advocate for older people and share best practices



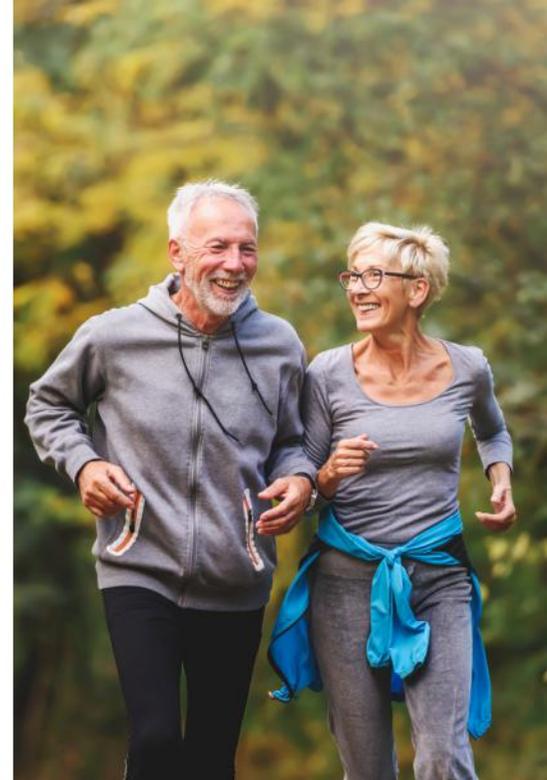
Key responsibilities cont...

Leadership & HR Management

- Provide direct reports with leadership, motivation, and supervision aligned with Age UK Devon's values and policies
- Manage recruitment, induction, and ongoing training in line with organisational policies
- Liaise with the Office Administrator to facilitate DBS checks and monitor training completion
- Maintain accurate HR records and ensure timely renewal of compliance documents
- Foster a culture of continuous learning, wellbeing, and recognition

Financial, Fundraising & Sustainability

- Deliver services cost-effectively and within budget
- Ensure timely processing of income, attendance registers, and invoices
- Participate in budget planning and review meetings
- Support fundraising through grant applications and community events
- Explore opportunities for new chargeable services aligned with the charity's mission



Key responsibilities cont...

Quality & Monitoring

- Evaluate service delivery against Charity Quality Standards
- Encourage the views of older people to inform current and future service provision
- Monitor performance against annual Business Plans
- Use Salesforce to generate reports and maintain data integrity for decision-making

Other

- Demonstrate flexibility and resilience in responding to changing priorities and emerging needs within the organisation or community
- Ensure all work is carried out in accordance with Age UK Devon's policies and procedures
- Attend fortnightly staff meetings and contribute to team collaboration and communication
- Attend quarterly Board and Committee meetings as requested by the Chief Executive or Trustees
- Represent Age UK Devon at external meetings, conferences, and events to promote the charity's work and values
- Foster collaboration with the Age UK network and other national, regional, and local organisations to promote the needs of older people and develop community-based services
- Undertake any other reasonable duties relevant to the role, as requested by the Chief Executive or Trustees



Key responsibilities cont...

Personal Performance & Delivery

- Complete the mandatory employment induction in line with Age UK Devon's onboarding process
- Complete all required e-learning modules during the probationary period and annually thereafter
- Actively participate in Age UK Devon's Performance Management process
- Maintain a commitment to continuous professional development through formal training, peer learning, and reflective practice



Equality, diversity & inclusion

Age UK Devon is committed to promoting equality, celebrating diversity, and fostering an inclusive environment for all. We welcome applications from individuals of all backgrounds, cultures, and experiences, and are especially keen to hear from people who reflect the diverse communities we serve.

We strive to ensure that our services and employment practices are free from discrimination and accessible to everyone, regardless of age, disability, gender identity, race, religion or belief, sex, or sexual orientation.

As an equal opportunities employer, we are proud to champion a workplace where everyone feels respected, supported, and empowered to thrive.



Person specification

	Essential	Desirable
Education & Qualifications		
Evidence of continuing professional development	✓	
Degree-level qualification or equivalent experience in a relevant field (e.g. Health & Social Care, Community Development, Public Health, Social Work, or Voluntary Sector Management)		✓
Training or certification in project management (e.g. PRINCE2, Agile)		✓
Safeguarding training (e.g. Level 2 or 3 Safeguarding Adults)		✓
First Aid qualification		✓
Experience		
Managing services, projects and budgets (minimum of 2 years' experience)	✓	
Project development	✓	
Managing staff and volunteers	✓	
Quality Assurance		✓
Specialist expertise in delivering community-based activities	✓	
Event planning	✓	
Delivering internal and external training		✓
Working with older people who need support		✓
Working for a charity		✓
Knowledge & Skill		
Understanding of the health & social issues affecting older people	✓	
Awareness of Age UK Devon services		✓
Knowledge of Devon's voluntary and statutory sector organisation		✓
Excellent interpersonal, networking and communication skills	✓	
Organised and proactive, with strong planning and time management skills	✓	
Excellent IT skills including use of Microsoft 365	✓	
Proactive and able to work both individually and as a team	✓	
Sound judgement with good problem-solving abilities	✓	

