

**Role Description**

**Our vision:**

*A**society in which we can thrive as we age*

**Our mission:**

*To help people enjoy a better later life*

**Job Title:**

*Engagement Manager*

**Role Description**

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| Job Title: | Engagement Manager |
| Department Name: | Policy and Engagement |
| Location: | Belfast |
| Type of Role: | Individual Contributor  |
| Contractual Status of Role: | Permanent  |
| Hours: |  21 hours/3 days  |
| Job Title of Line Manager: | Head of Policy and Engagement |
| Job Purpose: | * To lead the development and maintenance of Age NI engagement mechanisms with older people; and
* To innovate and develop new models of, and approaches to, engaging the voice of older people.
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| Main Responsibilities/ Deliverables: | **Development and maintenance of engagement mechanisms with older people*** Promotion of the Consultative Forum (CF), its role across the organisation and with other pertinent stakeholders identified by Age NI
* Work in partnership with the CF Chair and Vice-Chair to plan and coordinate meetings of the CF.
* Management and development of induction and training for volunteers involved in ExpertAge including members of the CF.
* Devise, implement and review protocols and operational support within Age NI to meet the needs of the CF
* Work with the CF membership to ensure that their experiences inform and shape the evidence base of the organisation on older people’s issues
* Organisation of meetings and events relating to the work and support of ExpertAge volunteers, including CF.
* Access, develop and circulate relevant information for the CF to ensure that they are fully briefed on Age NI’s plans, activities and progress in delivering its strategic aims.
* Recruitment, selection, development and support of a diverse volunteer corps across Northern Ireland for Expert Age, including CF, who will be the outreach mechanism for Age NI to capture the voices of older people and promote awareness.
* Develop an evaluation and monitoring framework to capture and reflect the work and achievements of the ExpertAge, including CF

**Innovate and Develop new models of, and approaches to, engaging the voice of older people*** To develop innovative models of engagement with older people to ensure their voices are heard.
* To respond to opportunities and coordinate the delivery of projects or activities involving engagement with older people, as appropriate.
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| Experience: | * Proven track record in the management and implementation of projects, including the management of staff and resources
* Experience of managing, supporting and training volunteers.
* Demonstrable experience of effective partnership working
* Experience of designing and delivering engagement programmes / projects.
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| Knowledge: | * Knowledge and understanding of the principles of project management
* Strong knowledge of engagement techniques and approaches.
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| Skills: | * Excellent verbal and written communication skills with high level negotiation, influencing and presentation skills
* Highly developed project management skills
* Strong IT skills, specifically the use of Microsoft Office programmes.

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| Qualifications: | * Third level qualification in a relevant discipline e.g. social policy, research or 5 years’ experience of working in a similar field.
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| ***Notes:*** * ***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. Therefore, this role description does not describe any individual role holder.***
* ***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.***
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