



Join our team

**Board and Executive
Support Officer**

About Age International

Age International is a charity which responds to the needs and promotes the rights of older people, focused on those facing challenging situations around the world. We are a part of the Age UK Group and are the UK member of HelpAge, a global network which supports older people across the world. We are also the only member of the Disasters Emergency Committee (DEC) which specifically delivers age-focused humanitarian response in emergencies.

Age International recognises that around the world, there are increasing numbers of older people whose basic needs are not being met, and whose human rights are being overlooked, leading to increasing inequality and injustice.

We strive for a world where older people are respected and valued, their voices are heard, their contributions are recognised, their basic needs are met, and their human rights are realised.

We focus on

Healthy ageing – in collaboration with local and global partners, we work to safeguard the health, wellbeing, and dignity of older people. We advocate to ensure older people have access to health services and are included in Universal Health Coverage.

Tackling ageism – we support older people to know their rights and hold governments accountable. We are calling for a new United Nations convention on the rights of older people.

Delivering inclusive humanitarian aid – we support older people through emergencies and help them rebuild after crises. We advocate for age-friendly humanitarian response.

Ageing work and income – older people in low and middle-income countries often must continue working through later life just to afford the basics. We campaign for older people to receive pensions, or support to generate a secure income.

Working with our partner HelpAge International to deliver our work - we raise funds from the UK public and other donors, which support the HelpAge global network to implement programmes directly, and through local partner organisations.

“I’m proud to work for Age International. We have a great team and a unique mission. I’ve visited older people supported by emergency response and longer-term development work: we really make a difference! We are excited about our goal of engaging more of the UK public with our cause through communications and campaigns.”

Alison Marshall
CHIEF EXECUTIVE
OFFICER



Our Values

We are
AMBITIOUS

We are
PURPOSEFUL

We aim to be
**BRILLIANT
PARTNERS**

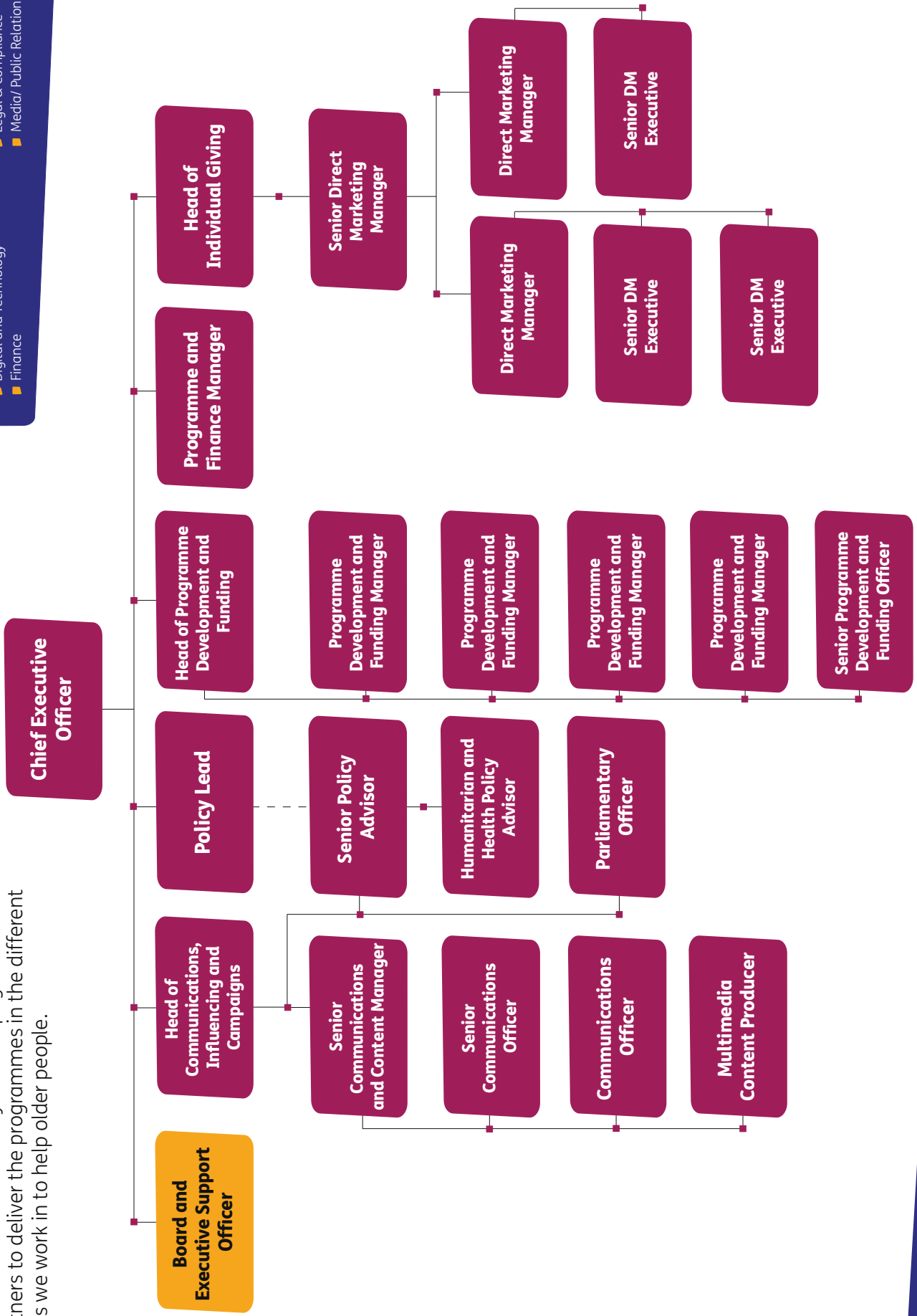
We **BUILD**
EACH OTHER
UP

Who we are

Age International is a small organisation in headcount however we are lucky to be part of Age UK and can share support teams. We work closely with HelpAge International and partners to deliver the programmes in the different countries we work in to help older people.

Age UK Shared Services

- Brand Services
- CRM and Supporter Engagement
- Digital and Technology
- Finance
- Governance
- Internal Comms
- Legal & Compliance
- Media/Public Relations
- People
- Policy
- Public Affairs
- Research





We're an
**Age-friendly
Employer**

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Board and Executive Support Officer

The job, in a nutshell

This part-time role is an excellent opportunity for someone with an aptitude for stakeholder management and organisational relationships, as you will support the CEO, Board and wider team, as well as liaising with colleagues within Age UK, HelpAge International and the Disasters Emergency Committee.

You will work closely with the CEO to enable good governance and effective Board meetings, liaising with the Chair and Trustees between meetings to support them in their oversight roles, ensuring reviews of organisational policies, and timely communications.

The role involves providing administrative support to the CEO specifically (e.g. diary management), alongside logistical assistance for the CEO and

wider team (e.g. arranging international travel and meetings).

You will act as a focal point for co-ordination across Age International, providing flexible support on a wide range of projects, so experience of project management, a proactive approach, the ability to take the initiative confidently and deliver to tight deadlines are important.

What you'll do for us

Support the CEO

- Diary management and arrangement of meetings.
- Travel arrangements in the UK and internationally.
- Draft and format documents (including agendas, minutes, Board reports, PowerPoint presentations and letters).
- Support with stakeholder management and contact tracking.
- Varied, ad-hoc project support.

Support the Board of Trustees and good governance

- Support for, and liaison with, the Chair, Vice Chair and Trustees.
- Make all arrangements for Age International Board Meetings and away days, including preparing documents and papers, booking venues and catering, ensuring AV technology and digital access.
- Prepare timely minutes and summaries of meetings which accurately summarise discussions and maintain a record of actions.
- Provide year-round support to the Board (i.e. expenses, travel, queries).
- Support Trustee recruitment, induction, training and development programme.
- Facilitate self-assessment or externally contracted governance assessment exercises.
- Maintain Trustee contact details, skills audit and the succession planner.
- Liaise with Age UK Governance team and provide administrative support to ensure appropriate statutory filings are made.
- Assist in dealing with audits and information requests, including queries regarding historic organisational events, and identification of previous decisions.
- Update and maintain policies and guidance, liaising with Age UK and HelpAge colleagues to identify new, or updated, policies and ensure these are formally approved, adopted and made available to staff and Trustees.
- Ensure Trustees complete conflict of interest and related parties paperwork.
- Liaise with Age UK legal and governance teams and maintain an awareness of relevant governance developments.

Location

Hybrid/London EC3

Hours

Part time - 17.5/week

People management

No

Division

Age International

Department

Board and Executive Support

Line Manager

CEO

Support our team

- Act as a hub for cross-team co-ordination.
- Organise staff meetings (short weekly and longer monthly) co-ordinating topics, arranging speakers, chairing monthly updates.
- Collate and edit monthly activity reports.
- Support staff with making travel bookings, including international flights, visa applications, vaccinations, and getting security clearance.
- Make travel and accommodation arrangements for international partners visiting London and organise their schedule and logistics while in the UK.
- Co-ordinate internal and external meetings (e.g. booking rooms, refreshments, agendas, minute taking) including organising the annual staff 'off site / residential'.
- Support the team with internal or external event planning and delivery.
- Support the recruitment process of new Age International staff and organise their induction, including ensuring their IT equipment and email address are organised in good time. Also update systems when staff leave the organisation.
- Maintain office systems (i.e. paper and electronic filing, maintenance of distribution lists and spreadsheets).
- Monitor an enquiry inbox, replying to questions from the public when needed.
- Support annual planning processes (e.g. creating and completing template reports).
- Support staff with the procurement process and making international payments.
- Support Senior Leadership Team meetings with note taking and action follow through.

Financial and other

- Monthly CEO credit card reconciliation.
- Process invoices for monthly subscriptions and one-off payments.
- Work closely with Age UK Finance to solve problems.
- Work closely with Age UK Procurement to update travel plans on a monthly basis.
- Monitor organisation's travel-related carbon footprint.

Must Haves

This role will be a great fit for someone with:

- Administrative experience: minute taking, diary management, maintenance of online files and company records, administrative and travel support to a team.
- Project management experience, including organising events.
- The ability to use current office technology including MS Teams, Board software and associated communication tools.
- Excellent communications skills.
- Confidence working across departments, good stakeholder management and a collaborative approach to building working relationships with people at all levels, both internally and externally.
- The ability to prioritise work and meet tight deadlines, including using judgement to deal with urgent or sensitive situations, without direct supervision.
- Ability to work with discretion on confidential matters.
- A proactive and positive approach, with the confidence to take the initiative coupled with discernment about when to seek guidance and direction.
- Aptitude for co-ordination across a range of different work-streams.

Great to have





- A good understanding of charity governance, along with experience using BoardEffect or a similar Board software platform.
- Experience in, or knowledge of, the international development or wider charitable sector, especially in relation to older people.

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