



International
Longevity Centre UK

Head of Operations (Maternity cover)

Recruitment pack



Head of Operations (Maternity cover)

ILC, the UK's specialist think tank on the impact of longevity on society, and what happens next, is looking for a part-time Head of Operations (Maternity cover) to be responsible for the daily operations of the organisation.

This is an exciting and diverse role for someone looking for a new challenge. During the contract you will be encouraged to identify and work on new operational projects that will enhance the organisation.

The ideal candidate will have experience of office management in a small organisation and will have the ability to work dynamically - moving between large long-term projects and short tasks under tight timeframes. You will join our dedicated Senior Management Team (SMT), leading on our general operations and seeking continuous improvement in line with our strategic goals.

You will have experience developing and reinforcing processes and procedures and working with confidential data. Amongst a number of responsibilities, the post holder will service the ILC Board of Trustees, leading on the preparation of meeting papers and attending meetings, managing recruitment campaigns including working with the Director and line managers on job descriptions, recruitment packs, and drafting employment contracts.

You will be an accomplished people manager, able to lead and support the wider team. You will keep up to date with the latest government advice and directives - providing the organisation with appropriate guidance as we work through the current coronavirus pandemic. As we are a small team, you will have exposure to the whole organisation and will work closely with all members of the team from the SMT to the researchers, finance team and the events and communications team.

This is a unique opportunity to work for an established and respected London-based think tank where you will quickly be able to make your mark.

Who are we?

The ILC is the UK's specialist think tank on the impact of longevity on society.

That doesn't mean we're just about protecting the interests of older people. It doesn't mean we're just about promoting their needs. And it doesn't mean we're just about prioritising their requirements.

Because the impact of longevity on society isn't just about older people: it will impact everyone.

We know the implications of demographics, today and tomorrow.

- We know that every girl born today will have a one in three chance of living until she's 100.
- We know that when she starts work, she will need to save at least 20% of her earnings every year in order to afford a comfortable retirement.
- We know that if she wants to buy her own home, she'll probably need to wait until she's over 35, in a relationship and working full time.

And that is where we come in.

We believe society has to adapt now so we can all enjoy the benefits of longevity, and we want a society that works for everyone, regardless of their age.

We were established in 1997 as one of the members of the [International Longevity Centre Global Alliance](#), an international network on longevity.

We're independent and politically neutral, so we can say the things about our future society that others can't. We know that society is ageing. We know the numbers. We know the challenges. What happens next will define us for generations.

We work with central government, local government, the private sector, the charity sector, and professional and academic associations to provoke conversations and pioneer solutions for a society where everyone can thrive, regardless of age.

Since our inception, we have published over 250 reports and organised over 300 events, including the annual [Future of Ageing conferences](#).

We are a small team, headed by [Baroness Sally Greengross](#) as Chief Executive. More information about our team and their expertise is available on our [website](#).

We are governed by a board of 12 dedicated Trustees, chaired by Professor Martin Green OBE, and including a former MP, the founder of Forster Communications, a former Government Actuary, and former editor of Women's Weekly. The full list of our Board of Trustees, along with their biographies, is available on our [website](#).

We make a difference

We want you to help us provoke conversations and discussions about the impact of longevity on society, and what happens next.

Over the last decade we:

- Convinced G20 Ministers to put greater focus on the prevention of ill health.
- Convinced Government and employers to engage with mid-life health and wellbeing checks and introduce older apprentices.
- Got the mortgage industry to end the practice of upper age limits for home loans.

- Produced research that was used by both the SNP and HM Treasury in the lead-up to the vote on Scottish independence.
- Helped employers prepare for an ageing workforce and develop age-friendly standards and practices.
- Highlighted the power of music for people with dementia.
- Began the conversation about downsizing and under-occupancy back in 2007.

We have changed the media narrative around people having to work until they drop: now, it's a more nuanced debate about fuller working lives and how this benefits us all. We created the first LGBT intergenerational project in the world, which has inspired others around the world. We made it possible for people with dementia to have relationships in care homes, producing a best practice guide for carers.

Job description

1. Work with the Chief Executive and Director in ensuring the organisation's office regulatory obligations are met, including monitoring government updates and implementing internal changes due to the ongoing coronavirus pandemic.
2. Service the ILC Trustees by preparing documentation, organising Trustee meetings and taking minutes. Supporting the Director and Chief Executive in relation to actions emerging from Trustees meetings.
3. Be responsible for the management of the staff handbook and benefits. Maintain knowledge of current employment legislation and ensure it is being followed.
4. Implement and monitor ILC's HR policies, procedures and attend quarterly HR meetings with the Director and external HR consultant. Support staff to ensure compliance with HR activities.
5. Manage recruitment campaigns, including ILC's involvement in the Government's Kickstart Scheme.
6. Provide support for projects including proofreading proposals, reports, event invitations and other documents.
7. Arrange and manage agendas for the Senior Management meetings.
8. Work with the Finance Manager to develop and implement internal finance procedures where necessary and monitor/ approve supplier invoices ahead of payment runs.
9. Review, develop and reinforce internal processes, including ILC's internal communications.
10. Liaise with ILC's external IT consultant on organisation-wide IT issues and updates.
11. Occasional administrative and secretarial support for the Director.
12. Lead projects to support the development of the ILC operations function and Transition Plan (e.g. Reward Strategy/ Development of Key Performance Indicators/ Risk Strategy).
13. Ensure the smooth running of the office and liaison with the ILC landlord as necessary.
14. Provide ad hoc administrative support to other team members.

Person specification

Essential

1. Experience working in office management for a small organisation
2. The drive to seek improvements to processes and procedures
3. An excellent working knowledge of Microsoft programmes, including Outlook, Word, Excel, PowerPoint
4. Experience working with confidential and/ or sensitive information
5. A strong can-do attitude
6. Experience chairing internal meetings
7. Excellent organisational skills and attention to detail

Desired

8. Experience using SharePoint, Microsoft Teams and Microsoft Dynamics
9. Minute taking
10. Experience of proof reading
11. Some basic charity finance experience/ knowledge

Post information

The ILC envisages this to be a part-time, 14hr p/week post.

Reports to

ILC Director

Direct reports

Finance Manager

Location

Normal place of work will be at the ILC in Vauxhall, London. However due to the current coronavirus pandemic we are well prepared for remote working and many of our staff are working from home on a full-time basis at present.

Hours

14 hours p/week

Salary

In the range of £43,000-£45,000 per annum pro rata dependent on experience

Start date

ASAP

Duration

8- 11 month fixed-term contract, depending on start date

How to apply

Complete your personal details [here](#) and attach a (maximum) one-page covering letter and a (maximum) two-page CV. **Applications that are not accompanied by a covering letter and CV will not be considered.**

Your covering letter should be addressed to the Director and should encompass why you want to work for ILC, your expertise and experience for the post, as well as your enthusiasm for working for small impactful think tank.

If selected for an interview, you will be asked to produce a short sample of written work as part of the interview process.

Application deadline

8am, Monday 04 January 2021

Interview date

Interviews will be held on Wednesday 13 January 2021

We will review all applications after the closing date. Applications received after this time and date will be considered at the discretion of the organisation.

Equal opportunities

We are an equal opportunities employer and welcome applications from all sections of the community.

Shortlisted candidates

If your application is shortlisted for interview, you will be contacted by a member of ILC to arrange an interview time on the specified interview date above. If you are unable to attend an interview on the specified day, we may be able to arrange an interview at another time, however this cannot be guaranteed.

Shortlisted applicants will be asked to provide evidence of their eligibility to work in the UK.

Unsuccessful candidates

We endeavour to respond to all candidates. However, as we are a small team, we may be unable to respond to unsuccessful candidates if we have received a high volume of applications.

Unfortunately, we are unable to offer feedback to candidates who are not shortlisted.

Work for us

Some of the staff benefits we have in place at the moment include:

Holiday entitlement

ILC employees are entitled to 25 days annual leave per year (pro rata), plus normal bank and public holidays. The ILC holiday year runs from 1 April YYYY to 31 March YYYY and is accrued on a daily basis.

Birthday annual leave

Employees are entitled to take their birthday as annual leave in addition to their normal holiday entitlement. This leave must be taken within five working days of a staff member's birthday and cannot be accrued.

Working from home

At ILC we like to be flexible, especially under the current coronavirus pandemic circumstances. Staff are invited to work in the office or from home, as they feel comfortable, and we are well set-up to maintain internal communications through Microsoft Teams.

Flexible working

It is ILC's policy to try to be flexible on working patterns for all employees.

Time off in lieu

From time to time, staff will be expected to work additional hours or at the weekend, for example, during busy periods or to meet research deadlines. In cases such as these, staff may be eligible for time off in lieu.

Training and staff progression

Staff are encouraged throughout their time in the organisation to discuss internal opportunities and any additional training they may wish to undertake. In addition to this, we hold formal appraisals in February each year and quarterly reviews throughout the rest of the year. We give all staff, permanent and temporary, the space and guidance to grow and develop their careers and skills.

Family leave

We are supportive of employees with children through the provision of maternity, paternity, adoptive parents' leave and shared parental leave. We offer an enhanced maternity package to employees with at least three years continuous service.

Loans

Staff with a contract of employment of 12 months or more are eligible to apply for an annual interest-free season ticket loan or a bike loan.

What it's like to work at ILC

"As Head of Operations, I am part of our small senior management team and work closely with the ILC Board of Trustees.

My role is diverse and exciting. I've arranged events in the Houses of Parliament, Downing Street and the Science Museum, along with smaller more intimate dinners, breakfasts and lunches. I attend meetings with funders and stakeholders at all levels and have had opportunities to travel from early in my employment with ILC.

In my nine years at ILC I have been promoted a number of times, from Office and Events Assistant to Coordinator, Manager and now Head of Operations. The organisation has always given staff, both permanent and temporary, opportunities to grow and learn. We are encouraged to attend external events and courses and I am often nudged out of my comfort zone, which, although daunting from time to time, is exactly what I need.

As a trained actor, I took on various temping roles throughout my acting career, so joining ILC as a permanent member of the team was a big leap for me, and one that I am so pleased I took.

The organisation and the team have always been so supportive, providing guidance and encouragement throughout. We have such a dedicated team who are passionate about the work we do that one can't help but be influenced by this. I also received an incredibly warm welcome back in 2017 after 10 months of maternity leave which helped tremendously with the transition from 'new mum' to 'new working mum'. As I prepare to go on maternity leave once again, I have received nothing but support from colleagues,

ILC has been, and continues to be, a great organisation to work in and I cannot recommend it enough."

Lyndsey Gorely, current Head of Operations

"On my first day as an Intern at the ILC I was taking calls from 10 Downing Street.

On my second day I walked through that famous black door and discussed the impact of our rapidly ageing society with Parliamentarians. One month later I had back-to-back meetings in Brussels and Berlin to contribute to international health summits and three months later I was talking about ILC research live on the BBC's Sunday Politics.

I joined the ILC as a Policy, Communications and Events Intern in September 2015 having previously worked for a candidate in the 2015 General Election and having recently completed a Masters. I joined because I was keen to work across policy areas and disciplines for an organisation committed to public service. From my first day at the ILC I was entrusted with a degree of responsibility I imagine few interns enjoy.

Brilliant international colleagues drawn from politics, academia, City institutions and charities asked me what I would like to do at the ILC and then provided the support I needed to learn new skills and develop existing ones. Early on I was encouraged to suggest ideas for new research, practice project and event management and collaborate with a broad range of stakeholders to deliver new research and analysis.

I was able to try my hand at speech writing for our Chief Executive; writing research proposals; organising international events; managing a large social media presence; writing press releases and speaking to the media and representing the ILC at high-level meetings with senior policy-makers.

I've been fortunate enough to contribute to exciting and original work on the future of health and social care, economics and finance, housing and communities and transport and infrastructure. The ILC provides a valuable public service as the nation's leading think-tank focusing on rapid population ageing and what happens next and its close-knit team continue to shape public policy and discourse.

During my time at the ILC I have been promoted from Intern to Policy and Public Affairs Assistant, Officer and Manager. I've travelled from San Francisco to San Servolo, Brussels to Abu Dhabi to discuss work with which I am proud to have been associated. Working at the ILC is a great way to begin or develop a career in public policy and learn from an inspiring team of colleagues."

Dave Eaton, former Policy and Public Affairs Manager

"As a freshly-graduated Masters graduate (in Medical Anthropology) I joined the International Longevity Centre-UK as an intern in September 2010 and stayed a member of the team until June 2014. During that time I worked initially as a Research Assistant and later Research Officer, before moving over to a role focussed on communications across the whole think tank.

When I first started I was looking for a way in which I could be a researcher in such a way that had a positive impact on the outside world – and where communication with decision makers was as much part of the process as the research itself. It's a bit too easy to just speak to other researchers when you work in academia, so think tank research felt like a better option for me. A main draw to ILC-UK was the standards they hold themselves to across their research. There's a lot of shoddy "evidence" bandied around in the name of evidence-based policy making and being part of a body of organisations and institutions quietly but firmly pushing back against this was just what I was after.

One of the great advantages of working in an organisation that explores a cross-cutting issue like population ageing is the exposure it gives you to different areas of policy. My starting interests were in health and social care, but during my time at ILC-UK I also worked on projects on rural and community planning, intergenerational relationships – particularly those within the LGBT community, and employment policies, among many others. I was also able to work on projects close to my heart – like co-editing a collection of essays on women's experiences of ageing and reflections on an ageing society from a feminist perspective.

I'm now a few months into my second job on from my final role at ILC-UK, as Policy and Communications Manager. As it was my first post-graduation job, it's easier now, looking back, to reflect on the things about ILC-UK that made it such a good place to work – and how those set it apart as an employer. Chief among these assets is a great team of people who genuinely enjoy working together and with shared values for raising important issues and producing the best possible work together. As well as having some great working relationships during my ILC-UK time I still consider my former colleagues as friends first and foremost.

Being part of a great team isn't just a nicety – it builds the groundwork for a great deal of trust within the organisation. In a small team working under deadlines and with external factors like parliamentary sessions setting your agenda, being able to trust my colleagues and knowing that I'm trusted to get on with my job means that things work smoothly despite these pressures. At an individual level, this translates into being given responsibility for your projects sooner rather than later. Even as an intern I was managing externally funded projects – knowing that there was support if and when I needed it. This was instrumental in building my confidence and initiative when working independently – skills I've probably used every working day since!

A highlight of my ILC-UK time was working with members of the International Longevity Centre Global Alliance – you learn not only about how different countries are experiencing population ageing but also about different political and policy systems and how to bring about change in different settings. Throughout the course of my time with ILC-UK I attended a number of international conferences, delivering presentations and representing the organisation from Dublin to Prague, Hyderabad to Tokyo. Not to be sniffed at for a first job!

The support I received as a member of the team was particularly impressive when you consider the size of the organisation. Time and efforts were put in by my colleagues to help me skill up and to access external training when required. There is a culture of skill-sharing and a desire, from Board level down, to see people do well within the organisation. I gained a huge amount from working there and would heartily recommend ILC-UK as an employer and my friends and former colleagues as your future co-workers."

Jessica Watson, former Policy and Communications Manager

"I joined the ILC as a research fellow in 2014 – my first real job after a 5-year spell in academia.

During my two and a half years at the ILC I co-wrote more than 10 reports on varying subjects, from pensions and savings to migration and social care. I even contributed to an ambitious project on the future of the welfare state. Along the way I analysed dozens of datasets and learned new econometric techniques, at times from scratch. It was challenging, but also incredibly rewarding. From the very beginning I was given the opportunity to come up with new project ideas and pitch them to clients, something I was not quite used to, but ended up appreciating a lot.

Coming from academia, I had to adjust to the work style of a think tank. I had to learn how to emphasize the "so what" and simplify the language to attract media coverage. I will never forget the excitement I felt the first time my research was picked up by national newspapers. I also like to believe that some of the work I did has contributed to make a difference to people's lives, especially because I was often asked to provide figures for speeches in the House of Lords. I learned a great deal from my colleagues, not only on the topics they researched, such as dementia, but also about the workings of the political system in the UK.

We worked hard. We had some fights – yes, people fight about economics - but we had a lot of fun. I am immensely grateful for the opportunity of working at the ILC and I cannot recommend it enough."

Cesira Urzì Brancati, former Research Fellow