



International
Longevity Centre UK

Operations and Events Coordinator

Recruitment pack



Operations and Events Coordinator

We are recruiting for an Operations and Events Coordinator. We are looking for someone with excellent attention to detail, organisational ability, and strong writing skills, to join the UK's specialist think tank on the impact of longevity on society.

This is a diverse role best suited to someone who is highly organised and capable of managing tasks with varying and sometimes competing deadlines. It straddles different areas of the organisation giving the post holder an opportunity to be involved in a developing and administering both externally funded events, and internal operational projects.

They will be responsible for the smooth running of the ILC office and will be expected to take ownership of daily operational challenges, quickly identifying solutions and implementing appropriate action plans to overcome such daily operational scenarios.

The post holder will need to ensure internal processes and standards are met, content for both an external and internal audience is developed and is reaching the right people, and stakeholder information is always up-to-date and readily available to the team. They will be responsible for administering events for our growing Partners Programme, including identifying suitable venues, liaising with the Partners Programme members, writing and sending speaker and delegate invitations, and running the event on the day.

Full training on MS Dynamics, ClickDimensions and WordPress (for website content editing) will be provided, however the post holder must be confident in their ability to quickly learn the steps required to update and develop online platforms.

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 275 reports and organised over 350 events, including the annual [Future of Ageing conferences](#).

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

We are governed by a board of 10 dedicated Trustees, chaired by Professor Martin Green OBE, and including a former MP 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. Globally, we created the first LGBT intergenerational project, 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

Job Title	Operations and Events Coordinator
Purpose	Ensure the smooth running of ILC to maximise impact
Reports to	Head of Operations

Engaging the right people

- 1 Identify new audiences and stakeholders relevant to the work of the organisation.
- 2 Assist in the development and marketing of ILC events including the development, preparation and issuing of event mailouts and invitations, and communication flows, writing and scheduling tweets, and updating events on the ILC website.
- 3 Lead on the ILC database (MS Dynamics), liaising with the external developer on updates, amendments, and issues; ensuring the platform is kept up to date with key stakeholder and event participants/invitees; sending weekly reports to members of the team and ensuring all staff are effectively trained on using the platform.
- 4 Coordinate the smooth running of ILCs new marketing platform (ClickDimensions) to ensure communications are reaching the right people and staff are effectively trained on using the platform.
- 5 Manage the ILC key stakeholder list

Managing internal and external communications

- 6 Act as brand champion, liaising with the external designer, and proofreading to ensure clarity and consistency across ILC materials
- 7 Act as ILC website content editor ensuring it is kept up to date and is working effectively. Act as liaison with the external web developer. Manage a review and update of the ILC website in 2024.
- 8 Ensure every project has a communications plan and that actions are delivered.

Improving our efficiency and impact

- 9 Ensure the smooth running of the Senior Management Team through administrative support, diary management, arranging external and internal meetings and preparing short-notice letters.
- 10 Manage staff recruitment from start to finish, developing recruitment campaigns and job descriptions and identifying recruitment platforms and avenues to ensure campaigns have a wide reach. Ensure new starters receive a smooth induction.
- 11 Manage and grow the ILC's university internship programme, liaising with a number of universities programme coordinators to ensure ILC is benefitting from internship opportunities.
- 12 Act as the main contact for our external IT consultant, resolving organisational IT issues and suggesting/implementing updates to improve our IT security.

- 13** Manage events and operations projects, e.g. an external perceptions audit, future office moves, exploring tools including AI that could help to support the work of the ILC
- 14** Ensure the smooth running of the ILC office, proactively identifying where changes and improvements are required.
- 15** Be responsible for the running and administering of some ILC events in a variety of formats from inception to completion.
- 16** Manage requests for information and respond and maintain the Chief Executive inbox ensuring all emails are responded to in a timely fashion.

Person specification

- 1.** Excellent attention to detail
- 2.** Good IT and tech skills with ability to quickly learn and adapt to new IT platforms
- 3.** Excellent written and verbal communication skills
- 4.** Excellent time management and organisation skills, managing competing deadlines and balancing short- and long-term tasks
- 5.** Pioneering and proactive

Post information

The ILC envisages this post to be a full-time position but is happy to consider part-time arrangements, secondments or permanent placements for the right candidate.

Location

We are a hybrid organisation and most of our staff work some time in the office and some time remotely.

Because most of our audiences and funders are based in London, there will be a strong case for the successful candidate being London based/accessible. We therefore anticipate that the normal place of work will be at the ILC in Vauxhall, London. We are, however, happy to discuss home working.

It is important that the successful candidate builds strong relationships across the team as a whole and this may be easier done from the office for at least part of the week. But we won't discriminate against for the right candidate who wants or needs to work from home.

Hours

5 days a week, 35 hours

Our team works flexibly on a hybrid model, and we work hard to balance the charity needs with those of our members of staff. We are happy to discuss what sort of working arrangement works best for you and are happy to consider for example part time/job share requests.

Salary

£30,000 p/annum

Start date

ASAP

How to apply

This is a blind recruitment campaign to ensure any risk of unconscious bias is eliminated. Please read the below instructions carefully before applying for this role.

To start your application, follow the below link to the Applied website where you will be asked some initial equality and eligibility questions, followed by a series of more specific questions related the role.

You will also be asked to upload a current CV to the platform. We will not however review this CV until interview stage unless two candidates attract the same score during the shortlisting process.

Apply here: [Operations and Events Coordinator](#)

To allow you to thoroughly prepare your answers, you can step away from your application once started and return to it at a later stage.

Using AI

Artificial Intelligence tools are potentially useful tools for the workplace. However, we would caution against asking AI search engines to answer the questions for you. The answers may look convincing to you, but the structure and style of the answers are easy for us to spot.

We want to know that you know and understand the role and are capable of doing the role. We expect the answers to be personalised and referenced.

Before shortlisting we use the most common AI engines (e.g. ChatGPT; Bing; Google) to check their answers to the (sift) questions above. So we will know if you have used them.

Applied report that the top-performing/scoring answers do not use Chat GPT.

Application deadline

9am, Monday, 26 June 2023

Interview date

Interviews will be held on Friday 7 July 2023

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.

We will only accept applications submitted through the Applied platform.

Shortlisted candidates

If your application is shortlisted for interview, you will be notified through the Applied platform where you will be invited to select an interview slot. Interview slots are available on a first come first served basis.

All shortlisted candidates will be invited to attend a short online briefing and Q&A ahead of the interview on the 7 July. You will be asked to join the meeting anonymously, and we will accept questions in advance. You will also be able to use the chat/Q&A to ask any further questions anonymously. This session is not mandatory and if you are unable to attend, it will in no way negatively affect your chances of being offered the role following an interview. We will share the recording with all shortlisted candidates.

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

Unsuccessful candidates

If your application is unsuccessful, you will be notified via the Applied platform where will also be offered the opportunity for feedback.

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.

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

Since beginning as a Research and Projects Officer for ILC in August 2020, I have never been short of amazing opportunities. From authoring numerous research reports to speaking at international conferences, and attending meetings with MEPs in the European Parliament, working for ILC has enabled me to strengthen my policy and research skills while carrying out interesting work.

Although the team is small, the outcomes of ILC's work are mighty. Everyone works so well together to achieve a clear set of policy aims, with world-class research at the core of ILC's day-to-day operations. In my role, I was given fantastic opportunities to lead on specific parts of ILC's adult immunisation work. This allowed me to become the "go-to" person on all things vaccination, giving me the responsibility to manage research projects, blogs, and events relating to the ILC's immunisation programme.

From here, I was able to produce over five reports, numerous blogs, and several presentations, and was given the opportunity to discuss these pieces of work with policymakers, charity leaders, and industry experts. Through my secondment with the Coalition for Life Course Immunisation, I was able to travel to Brussels to meet with MEPs in the European Parliament, and I hosted several events and engaged with different European stakeholders.

Working at ILC has allowed me to travel elsewhere to engage with others, such as attending the Global Prevention conference in Annecy, France, as well as the Adult Immunisation Board meeting in Antwerp, Belgium. Back in the UK, I have been lucky enough to also attend the ILC's remarkable Future of Ageing conference, which brings together great speakers and is a fantastic networking opportunity. ILC also gave me the freedom to arrange meetings with relevant stakeholders, such as MPs in Westminster, and allowed me to attend different conferences to help me with my research and engagement work.

ILC provides excellent career progression. Being promoted to Senior Research and Policy Officer in September 2022 allowed me to strengthen my responsibilities and lead on more projects. Without my time at ILC, I wouldn't be where I am today with my career, and I will forever be grateful for the wonderful opportunities this incredible organisation has given me.

Patrick Swain, Former Senior Research and Policy Officer

"I'd thoroughly recommend working at ILC to anyone who wants to develop their communication skills and learn plenty of new ones.

This is a very varied role where no two days will be the same - one day you might be inviting a Minister to speak at an ILC event, the next drafting a press release responding to some breaking news in the ageing sector.

For a small organisation, ILC punches well above its weight in terms of the quantity and quality of work they produce. The entire team have managed to successfully create and maintain a supportive environment to work in which everyone's views are valued equally no matter your age or experience."

Liam Hanson, Former Communications and Engagement Officer

"On my first day as an Intern at 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 recently completed a Masters and worked for a candidate in the 2015 General Election. 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 ILC 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 was the standards they hold themselves to across their research.

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 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, 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 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 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 time was working with members of the ILC 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 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 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