



Corporate Services Director

Information Pack for applicants

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1. Message from Linda Robinson BEM, CEO Age NI

Dear Applicant

Thank you for your interest in becoming Corporate Services Director at Age NI. We do hope that your interest at this stage is further enhanced by this Information Pack which is designed to provide:

- ✚ A background to the work and impact of Age NI
- ✚ An outline of the organisation structure which supports the work of Age NI.

Age NI has benefited immensely from the leadership, commitment and dedication of its current Senior Management Team. With the support of the Board of Trustees, this has resulted in Age NI gaining the reputation as an authoritative and trusted voice for older people across Northern Ireland.

We are seeking to appoint a Corporate Services Director who shares our passion and embodies the culture and values of our organisation. The successful applicant will bring business acumen, experience, communication skills and good judgement.

The role of Age NI's Senior Management Team is to lead and provide direction and insight.

These are changing and challenging times for all charities, however we continue to deliver services and develop projects for our beneficiaries, which are focused on the impact of the individual older person. Our vision is a society in which we can thrive as we age. This is our compass, and our values guide us on our journey. We are here to promote the wellbeing of older people in Northern Ireland.

On behalf of Age NI, thank you for considering this leadership role to help us to promote the wellbeing of older people in Northern Ireland.

Kind regards

Linda Robinson BEM
Age NI Chief Executive



2. About Age NI – The Charity

2.1 Context: An Ageing Demographic

A longer later life is to be celebrated, bringing prospects of pursuing new activities, having time to dedicate to the things we enjoy, contributing to our families and communities. Many of us, however, don't like to talk about getting older but ageing comes to us all and impacts on our lives, and the lives of our family and friends. Getting older can be a very different experience for each of us. Many older people enjoy life to the full, while others struggle because of poverty, health inequality, isolation or discrimination.

We are living in an ageing society, with the population in Northern Ireland ageing at a faster rate than the rest of the UK. The recent census¹ revealed that there has been a 24% increase in the population aged 65+ since 2011, with 56.8% of our population aged 65+ indicating they have a long-term health problem or disability. It is anticipated that, within a decade, there will be more people aged 65 years and over than children aged 14 years and younger.

Evidence suggests that improvements in life expectancy has slowed down and there has been no change in the number of years spent in good health². More than one in ten people over 65 years in the community live with frailty, which also affects over half of adults in hospital or care home settings. Loneliness continues to affect people of all ages, with higher levels of loneliness for people aged 50-64 and 75+. ³

We are the voice of older people in Northern Ireland.

Our Vision	Is a society in which we can thrive as we age
Our Mission	Is to help people to enjoy later life
Our Values	You matter We Care Together we can make a difference

Our priorities are clear – elimination of pensioner poverty; a modern and responsive health and social care system with a focus on prevention, rights, entitlements and fairness; and the fair and equal treatment of older citizens.

Our goals are driven by the priorities which older people in later life tell us matter to them and ensure that we focus our resources on delivering these goals:

People	Provide and develop quality services and support to improve the independence and wellbeing of older people
Places	Prepare for our ageing demographic by creating an age friendly society
Policy	Protect and promote the rights of older people
Progressive Organisation	Age NI is a professional, sustainable, well governed organisation driven by the voice of older people

¹ <https://www.executiveoffice-ni.gov.uk/publications/individual-wellbeing-northern-ireland-report-202324> revealed that there has been a 24% increase in the population aged 65+ since 2011, with 56.8% of our population aged 65+ indicating they have a long term health problem or disability. It is anticipated that, within a decade, there will be more people aged 65 years and over than children aged 14 years and younger

² <https://www.health-ni.gov.uk/articles/life-expectancy-northern-ireland>

³ <https://www.executiveoffice-ni.gov.uk/publications/wellbeing-northern-ireland-report-202122>

2.2 How We Improve Later Life

 We support older people who need our help

Older people are at the heart of everything we do. We provide practical and emotional services to meet their different needs across Northern Ireland such as:

Age NI Advice & Advocacy Service: Within 2024/25, our Advice & Advocacy Service received over 10,000 calls to support older people, with over £1.4m identified in unclaimed benefit. Our specialist advisors can offer a free benefit check to ensure that older people are accessing the benefits they are entitled to.

Age NI Care Services: Within 2024/25, we supported 497 older people every week and delivered over 400,000 hours of care in Day Care, Domiciliary Care, My Life My Choice - Home support and social outings for individuals with dementia and in Meadowbank Residential Care - 24-hour care and support to residents with dementia. Within our Wellbeing Services, we supported 2,535 older people through a range of innovative services. Our priority is to continue to deliver safe, effective and compassionate services for older people as well as influence change on social care, dementia and loneliness.

Volunteering & Engagement: Our 447 volunteers help to engage with and support older people across Northern Ireland, particularly those who are disadvantaged or whose voices are more difficult to hear. They carry out many roles, including supporting people with dementia in our day care centres and wellbeing services support, peer consultations, fundraising, volunteering in the shops and the Check in and Chat service.

 **Have your Say**

We believe that people in later life should be valued and have opportunities to actively engage in society.

Within 2024/25, 1,242 older people's voices were heard and views captured through the activities of Age NI's Policy & Engagement team. We continue to work with Age Sector Networks, taking forward our shared strategic framework and the development of a strong, connected age sector where older people feel included, supported, engaged and valued in an age friendly society.

 **We meet the specific needs of older people**

Age NI offers tailor-made products and services for older people. The Independent Living Products provide choice in the market; supports independent living and helps Age NI to provide support for thousands of older people throughout Northern Ireland.

3. Company Structure

3.1 Background – Age NI, The Charity

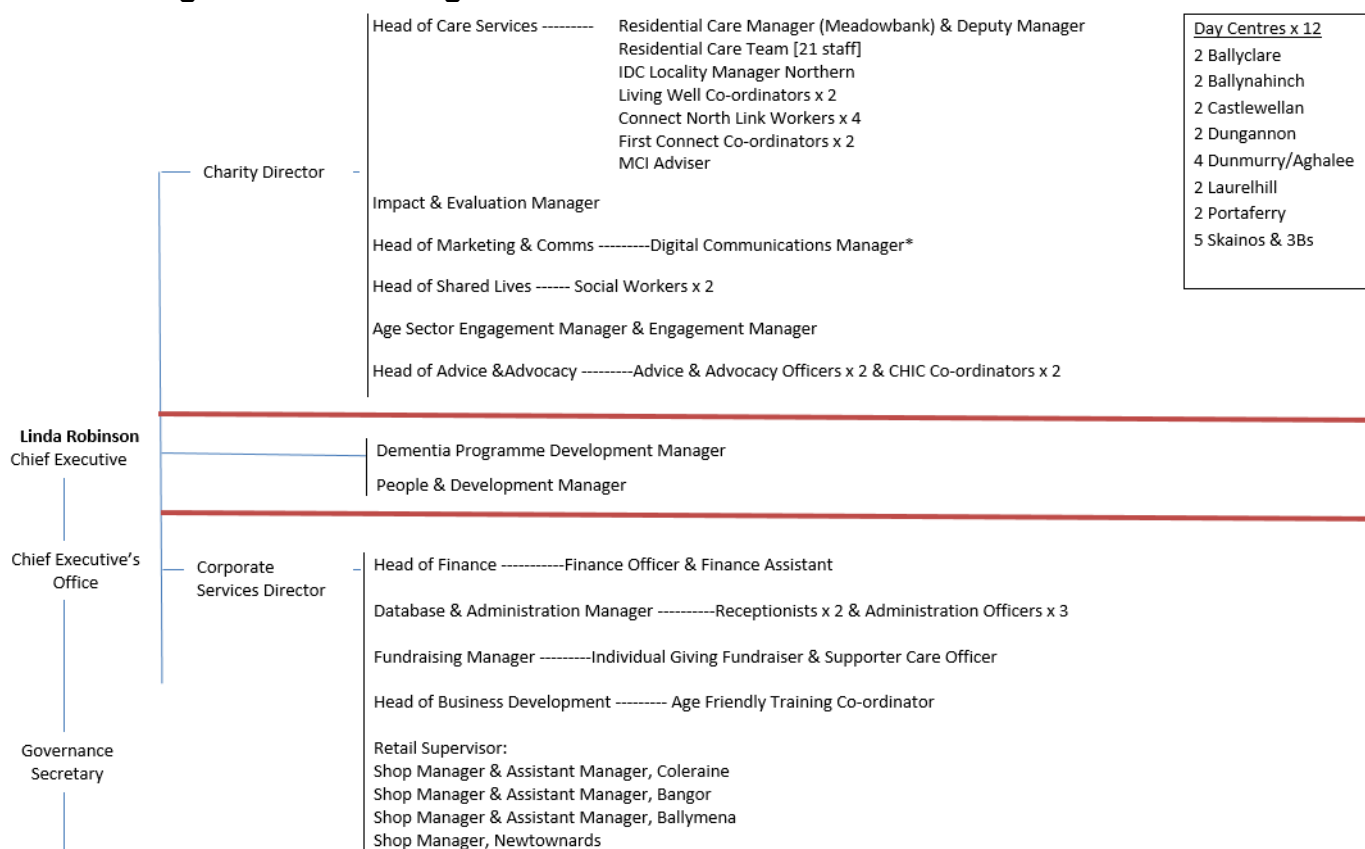
Age NI was incorporated on 4 March 2009, and was established under a Memorandum of Association which sets out the objects and powers of the company and is governed under its Articles of Association. We commenced activities on 1 April 2009 and currently employ 102 competent staff who are fully committed to the mission and values of Age NI. Our turnover figure on 31 March 2025 was £4.5m.

Age NI is a company limited by guarantee and not having a share capital. We are recognised as a charity by HM Revenue and Customs and The Charity Commission for NI. Our HMRC reference number is XT14600, our company number is NI071940 and our NI Charity Commission number is NIC104640.

The objects of Age NI are to promote the following purposes for the benefit of the public and/or older people:

- ✚ Preventing or relieving the poverty of older people
- ✚ Advancing education
- ✚ Preventing or relieving sickness, disease or suffering in older people (whether emotional, mental or physical)
- ✚ Promoting equality and diversity
- ✚ Promoting the human rights of older people
- ✚ Assisting older people in need by reason of ill-health, disability, financial hardship, social exclusion, or other disadvantage
- ✚ Such other charitable purposes for the benefit of older people as the Trustees may from time to time decide.

3.2 Age NI's current organisation chart:



4. Why should you apply:

At Age NI, we're seeking a compassionate, values-driven and forward-thinking leader to join us as our Corporate Services Director. In this pivotal role, you will provide clear, strategic leadership across Finance, Income Generation, IT, Administration and Facilities, ensuring that our people, systems and resources work cohesively to strengthen governance, enhance financial sustainability, and maximise our social impact.

As a key member of the Senior Leadership Team, you will champion Age NI's mission and values, lead effective decision-making, business planning and risk management, and represent the organisation across strategic networks and partnerships. This is an exciting opportunity to join a passionate, mission-focused team dedicated to improving later life for older people across Northern Ireland. If you are motivated by creating positive change, committed to high standards, and eager to help shape the future of a progressive charity, we warmly encourage you to apply and help us continue delivering meaningful impact for the people we serve.

5. What Age NI can offer you:

A competitive salary reflective of the experience and strengths the successful candidate will bring to the role

35 hours per week (5 days from 9:00am – 5:00pm, with on-call every third weekend)

Hybrid working policy

Permanent Contract

26 days annual leave (rising to 27 after 4 years' service) plus 12 Bank Holidays

Annual leave purchase of up to 2 weeks (via salary sacrifice)

Group Personal Pension on qualifying earnings: 5% employer and 3% employee)

10 weeks' fully paid maternity, adoption and shared parental leave, paternity pay of two weeks, paid Carer's Leave, Cycle to Work Scheme, plus more.....

Health Shield Cash Plan

Access to Benenden Health Care (for a small monthly fee)

For an applicant pack, please e-mail ceo.office@ageni.org, apply online at <https://www.ageni.org/> or telephone the Chief Executive's Office on 028 9024 5729.

Closing date for completed applications is **Monday 23 February 2026 at 12:00 noon.**

Interviews will be held in-person on Monday 9 March 2026 in Belfast.

Age NI is committed to recruiting fairly. An application form enables us to compare applicants and for that reason we cannot accept CVs.

Age NI is committed to providing equal opportunities to everyone.

6. Role Description

Job Title:	Corporate Services Director
Department:	Senior Leadership Team
Location:	Belfast
Type of role:	Strategic Leadership Role
Contractual Status:	Permanent
Hours:	35 hours
Line Manager:	Chief Executive
Direct reports:	<p>*5</p> <ul style="list-style-type: none"> • Head of Administration and Facilities Management • Head of Business Development • Head of Finance • Head of Income Generation • Team Leader Retail
Job Purpose:	<p>Director of Corporate Services is senior leadership role providing strategic leadership and oversight across the organisation's key corporate functions and ensures that finance, income generation, information technology, estates, and administrative services operate cohesively to support organisational performance, regulatory compliance, and long term sustainability, combining strategic planning and leadership, enabling effective decision making, risk management, and resource optimisation across the organisation.</p>
Main Responsibilities/ Deliverables:	<p>As a member of the Senior Leadership Team, you will provide direction, oversight and support to ensure that the charity's values, mission, and ethos are consistently upheld in all aspects of its work.</p> <p>Key responsibilities include:</p> <ul style="list-style-type: none"> • Demonstrate visible, values-based leadership that embodies and promotes the charity's mission and ethos in all activities and interactions • Contribute to the creation and execution of strategic plans, as well as participate in business continuity planning to ensure the organisation's long-term effectiveness and resilience • Prepare comprehensive reports for the Board and attend Trustee meetings as required, facilitating effective communication and informed decision-making • Provide leadership and oversight for Age NI signature projects by proactively identifying future opportunities and partnership collaborations are robust, adaptable, and aligned with organisational goals • Represent Age NI at sector networks, partnership forums, and strategic meetings, acting as an ambassador and fostering positive relationships within the wider community

	<ul style="list-style-type: none"> Undertake on-call duties as part of a rota system shared among SLT members, ensuring leadership presence and support out of standard working hours as required
	Finance <ul style="list-style-type: none"> Report to and advise the Board of Trustees, Chief Executive and the Senior Leadership Team on financial performance, investment opportunities, capital expenditure, and commercial negotiations Oversee financial strategies, budgeting, reporting and long-term sustainability Ensure compliance with charity accounting (SORP) and funder requirements, manage risk, and supervise both external and internal audit processes Direct, motivate, and develop the finance team to achieve departmental objectives Manage ongoing cash flow, banking relationships, and investment portfolio Develop and maintain a financial policy framework that facilitates informed decision-making Strengthen financial controls, reserves management, and value for money practices
	Income Generation <ul style="list-style-type: none"> Provide strategic and governance oversight for new and existing income generation activities, ensuring long term sustainability, ethical practice and regulatory compliance, procurement, contract management and the development of Age NI's social enterprise activities Provide leadership, support and guidance to the departmental head to develop resource, income generation plans and budgets Direct, motivate and develop the income generation function
	Information Technology <ul style="list-style-type: none"> Ensure IT infrastructure meets current and future needs Lead digital transformation to improve efficiency, supporter engagement and service delivery Oversee data protection, GDPR compliance and information security Ensure CRM systems, donor databases and digital tools are robust, secure and fit for purpose Promote data – driven decision making across the organisation
	Administration and Facilities Management <ul style="list-style-type: none"> Ensure efficient administrative and corporate support services Oversee facilities management, health and safety Lead sustainability initiatives aligned with Age NI's values and environmental commitments Lead on procurement and external tenders
Experience:	Essential Criteria: <ul style="list-style-type: none"> Significant experience in financial leadership preferably in the charity or not for profit sector Experience in developing and implementing income generation strategies

	<ul style="list-style-type: none"> • Experience of influencing a wide range of internal and external stakeholders & building positive relationships • Knowledge of legal due diligence risk management and contract administration • At least 5 years senior leadership experience preferably in the charity or not for profit sector • Demonstrable experience of income generation and proven track record of income diversification and growth • Proven experience of strategic planning and leadership at a senior level <p>Desirable Criteria:</p> <ul style="list-style-type: none"> • Understanding of the impact of our ageing population on individuals, families, communities and service delivery • Understanding of the wider charity sector • Strong knowledge of charity governance, regulatory compliance and best practice
Knowledge:	<p>Demonstrate a sound understanding of:</p> <ul style="list-style-type: none"> • Organisational and people management involving leadership styles and teamwork • Budget planning and financial control • Business planning • Quality assurance • Information management and governance
Skills:	<ul style="list-style-type: none"> • Strategic thinker, strong communicator, collaborative leader and committed to the charity's values and mission
Qualifications:	<ul style="list-style-type: none"> • Recognised professional qualification in finance (ACA, ACCA, CIMA)
Additional Circumstances:	<ul style="list-style-type: none"> • Able to travel across NI with occasional overnight stays in GB • Full current driving licence and access to a car for business use or access to a form of transport to fulfil the travel requirements of the post
<p>Notes:</p> <ul style="list-style-type: none"> • <i>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.</i> • <i>In addition to the contents of this role description, employees are expected to undertake all other reasonable and related tasks allocated by line management.</i> 	