

JOB DESCRIPTION

Job Title:	Safety & Security Manager
Location:	Any HelpAge International Office in Ukraine (significant travel within country)
Department:	Ukraine Country Programme

Background:

HelpAge International is a registered charity in the UK, leading an international network focused on ageing issues and supporting older people globally. HelpAge works with 158 partners in 86 countries to help older people claim their rights and challenge discrimination and poverty, so that they can lead dignified, secure, active and healthy lives. HelpAge operates through a Global Team with staff based across the world. Through this structure HelpAge delivers its Strategy 2030.

HelpAge and Strategy 2030 – delivering real impact for older people

HelpAge International works with partners and a diverse global network of more than 150 organisations across 85 countries, supporting millions of older people to live safe, dignified and healthy lives. Through our partnership and collaborations, we work to ensure the inclusion of older people across society and strive to deliver a just and fair world for everyone, whatever their age. Our work is driven by our desire to deliver real impact for older people, to be inclusive, to work in partnership and to learn from our shared experience.

Our 2030 strategy *Ageing in a Just World* sets out how we will work together to shape the future we all share. By working together, we aim to help inspire a movement for change and through ensuring all our work promotes older people's wellbeing, dignity and voice, we can transform the lives of older people now and in the future.

As part of our 2030 strategy, we have a continued commitment to inclusive humanitarian action, supporting older people and their families at a time of crisis.

Ukraine Crisis

HelpAge has been present in Ukraine since 2014, responding to the ongoing conflict in Donetsk and Luhansk (eastern Ukraine), providing support to protect older people from violence, abuse, and neglect and help to reduce psychosocial distress. In March 2022, HelpAge expanded its work in Ukraine, opening new offices in Dnipro, Lviv and Chernivtsi, and launched refugee response programmes in Moldova and Poland. We currently have a workforce of +600 people including staff and volunteers/contractors.

HelpAge's overall objective for this crisis is to ensure that older people (especially refugees and IDPs) including older people with disabilities, are protected, feel safe and have access to humanitarian assistance, social care and health assistance; and that our response promotes and actively supports, social integration, reduced isolation, improved autonomy, and independence, of most at risk older people with and without disabilities.

Job Overview/purpose:

The Safety and Security Manager is a key position for HelpAge International and is a core member of the Security Review Team. This position leads and provides oversight to HelpAge International's safety and security.

The role includes the following:

- Assess safety and security related risk for employees, property, program and image of the organization, suggest measures to mitigate such risks and provide guidance to management and individual staff to this regard as necessary.
- Frequently communicates within the organization on security and safety related issues; as well as maintain external communications with the other security networks in the country
- The position holder manages a budget for the purchase and procurement of security equipment and staff capacity building on safety and security; but does not have a delegated authority for expenditure.

The position holder has 2 direct reports,- 2 Field Security Officers.

Key areas for impact/influence and responsibilities:**Safety and Security Management Planning**

- Provide technical support to the CD on all policies, procedures, guidelines and planning for staff safety, operational security and programme continuity in Ukraine.
- In line with HelpAge International global policy support the maintenance and effective functioning of the Senior Security Management team
- Evaluate, review and update security management plans on a regular basis. Reference and ensure compliance to the HelpAge International Security Management Framework within the CSP and all annexe.
- Work with the CD/ Country Operations Director and Geographic Managers of the HelpAge International Offices to develop consolidate and implement operating procedures and contingency plans
- Evaluate, review and update hibernation and evacuation plans for all in Ukraine and ensure that practical preparations are in place and known to all staff involved.
- Conduct risk assessments of contracted and prospective offices and residences and new areas of operation. Follow up on actions to be taken to ensure compliance with safety and security standards.
- Undertake continual assessments of equipment and communications needs, recommend improvements/technological aspects to make sure that all equipment are working and the protocols under which the equipment is used, to ensure that set conditions for security are being met.
- Provide and implement best possible solutions for use of equipment to facilitate communication between staff.
- Develop/Maintain an appropriate framework of safety & Security measures and SOPs which will increase HelpAge International's overall capacity to protect staff, Program, property and image
- Ensure that HelpAge International's SOPs reflect risk levels referenced in HelpAge International's Global Security Policy and ensure SOPs are compliant with Policies
- Cooperatively applies Safeguarding, IT, Anti-Fraud, Confidentiality, Whistle Blowing Policies and Code of Conduct where it cross cuts with Security and Safety.

Programme Access Management:

- In coordination with Country Operations Director and Geographic Managers, liaise with relevant security actors e.g. NGO Security Focal Point, Other I/NGO security coordinators, UNDSS contacts, local community stakeholders, local authorities etc.

- Develop ongoing relationships with local authorities as needed and other power brokers within HelpAge International operational areas.
- Support the Security Officers and Areas managers to ensure that HelpAge International, its mission and work in the areas of operations is known and accepted
- Lead on security assessments for new operational areas. Provide technical input and advice in assessments to consider new HelpAge International programmes in new geographic areas.
- Review existing risk assessments and conduct threat and risk analysis assessments as per policy/six monthly basis in all HelpAge operational locations as well as whenever the security situation changes and develop local capacity to conduct self-assessments

Monitoring, Analysis and Supervision

- Identify, establish and manage context appropriate approaches to assure HelpAge International facilities are secure, having appropriate security measures in place
- Compile and submit bi-monthly security reporting that tracks incidents and trends within HelpAge International areas of operation. Support the security focal persons to submit daily contextual updates as needed to the CD/Geographic Managers
- Work closely with HelpAge International field Security Officers to ensure all incidents and accidents are followed up with an official written report, which is then shared with relevant stakeholders and filed appropriately. Ensure that final incident reports are provided when HelpAge International is closing the case and that post-incident analysis is completed..
- With the Field Security Officers monitor and suggest ongoing improvements to existing security warning systems and produce reports/updates/alerts etc, then analyse available information with respect to potential impact to Plan International and inform staff /management accordingly of security risks.

Security and Access Training and Orientation

- Provide the Country Operations Manager with a development plan that precisely outlines capacity building actions for safety and security of staff.
- Ensure that regular trainings for HelpAge International staff on security preparedness, prevention and response. Training(s) may include Standard Operational Procedures (SOPs); Contingency Plans (CPs); Security Management; Incident Reporting; Prevention and Response Mechanisms; Communications protocols, etc
- Review and update HelpAge International Security Information packages for new hires and visitors. Work with HR to ensure that all new hires and visitors to ensure the country SOPs are understood.

Lets talk about you:

You will be someone with:

- Five (5) years' experience in a similarly wide-ranging role
- Experience in conducting participatory risk assessments and preparing situational context analysis
- Clear understanding on current security trends in the humanitarian sector,
- Demonstrable experience of leading crisis management process, localising safety and security plans
- Able to show on going engagement in key security forums for the humanitarian sector, or a clear network of personal contacts in the sector.
- Practical knowledge of tools and mechanisms and procedures for personal and organizational security

- Clear team player, able to show strong influencing and negotiation skills.
- Experience in staff capacity development and training

Desirable

- Previous experience of working with older people
- Experience of managing security at field level for both national and international staff of known international NGOs

At HelpAge International, we believe in the importance of empowering our people to be change makers and leaders at all levels. We expect our people to embrace and live our values, challenging themselves every day to identify issues that are most important to older persons and their communities, and to make an impact that matters.

In addition, as a HelpAge employee you are expected to:

- Work collaboratively, building mutual trust and respect, with external organisations and partners to achieve our strategic aims and objectives; being accountable for the work you do together
- Adapt to new directions or opportunities arising within the organisation and in your work area; being flexible in your role, constantly using the feedback to learn more and evolve further.
- Lead behavioral and cultural change through embracing a supportive, collaborative and highly inclusive environment where everybody feels supported, respected and engaged
- Extend HelpAge's reach and impact, by creating and identifying new business development opportunities and building relationships with new partners.
- Lead and promote a culture of including the voices of older people across our support, convening and thought leadership roles, in a way that is transformative, empowering and highly inclusive of those marginalised by age, gender, economic status, disability and other factors of discrimination.

Safeguarding

HelpAge International is committed to safeguarding the communities with which we work, our partners, staff and any others who we come into contact with.

Therefore you will also be responsible for:

- Preventing harm and abuse from our people, operations and programmes to anyone that encounters our work;
- Reporting all safeguarding incidents you see, hear, hear about or suspect, using our internal reporting mechanism;
- Complying with all safeguarding framework policies and practices
- Completing mandatory training courses relating to our safeguarding policy framework and complying with HR vetting procedures.

Diversity and Inclusion

HelpAge International is dedicated to creating a diverse and inclusive environment for all its employees/consultants while extending the culture of inclusion into our work.

We believe that our workforce should reflect the wide diversity of the communities we serve, and that diverse voices should be elevated and intentionally integrated into our work. We embrace difference and diversity of identity, experience, and thought, and actively strive for inclusive behaviors across our organization and work regardless of gender, race, disability, age, nationality, ethnic/national origin, sexual orientation, religious

beliefs, marital status, pregnancy, social status, and political beliefs.