

JOB DESCRIPTION

Job Title:	Project Manager; Systems Implementation
Location:	Global
Team:	Business Partner Services
Line Manager:	Head of Operations
Grade:	Grade E or equivalent according to location/type of contract

HelpAge and Strategy 2030 – delivering real impact for older people

HelpAge International works with partners and a diverse global network of more than 171 organisations across 90 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.

Since the launch of our strategy in January 2020, the world has changed in profound ways. We are still experiencing the impacts and consequences. Recognising and anticipating these important and fundamental shifts, HelpAge International is evolving and transforming itself to be relevant, impactful and viable.

As a result, we are reconfiguring our organisational design and resources in the following ways:

- Driven by our commitment to the localisation agenda, we are evolving the way we partner and deliver value at country and local level. In the coming 3 years, we will localise our country offices and programmes, and develop new and diverse forms of partnerships globally.
- We seek to give primacy to local agents for change. To this end, we will replace all programmes delivered by HelpAge staff and resources on the ground with implementation by partners. This will apply across all our work - humanitarian and long-term development. Going forward, our value is framed around supporting, convening and thought leadership.

- A key way of creating value and bringing impact is collaborating across boundaries and by bringing different perspectives, skills and talent together. We will deliver our work through agile teams and a global operating model, with regional roots, to focus on impact and maintain the relationships at the national level to help build collaborations and support others to set their own agendas.

How you can make a difference

At HelpAge International, we offer a unique and exceptional career experience to bring positive and lasting change in the lives of older persons. As countries prepare for and adapt to population ageing, you can make a difference at a critical juncture to how societies, economies and institutions adapt to this change. Guided by our commitment to our values of impact, learning, partnership, and inclusion (see values), you will work with talent like yourself and partner with other agents for change to bring systemic change and impact at scale. By acting as a supporter, convener and thought leader, together, we can make an impact that matters for older persons and their communities. HelpAge International offers you an inclusive, collaborative workplace and innovative environment.

This is a critical time for HelpAge International as we seek to transform the ways the organisation works and brings value. We are looking for exceptional individuals who will explore new opportunities to create value, to find new avenues, unique ways and novel partnership and collaborations to reach our shared goals. We are looking for talent which thrives in collaborating with others (inside HelpAge International and beyond) and who can work in agile ways and across boundaries. We are seeking individuals, with an entrepreneurial mindset, who can work across diverse areas of our work, who can leverage both their unique expertise and deploy a wider range of experiences and competencies.

Department info

The role of the Business Partner Services Department is to –

- Establish and provide an efficient (internal) client-focused service that allows HelpAge’s teams and partners to deliver on the 2030 strategy.
- Provide professional business support services to portfolios, projects, and teams across the organisation.

The Department includes finance, human resources, operations and internal audit functions.

Team info

The Operations team has the following remit: -

- Provide global and country teams with the necessary operational and IT services that respond to the changing ways of working of the organisation.
- Support the partner-led programming approach through continued development of systems with the Global Impact and Business Development and Transformation team to operationalise an effective partnership approach.

- Provide the oversight of risk management, and audit of HelpAge and partners work to the Directors and the board to meet legal and best practice requirements.
- In collaboration with other departments, the development of global operations protocols, facilitating the rollout, implementation and monitoring of these at the various levels that we would be engaging in at any given time.

Key areas for impact/influence and responsibilities

These outline the broad areas of responsibility in the role, but in collaboration with your colleagues, you will be able to shape and design specific activities that are relevant at any point in time. We want you to work creatively to deliver impact and respond to relevant opportunities. With your colleagues, you will develop your teamwork plan to drive initiatives, develop ideas, and ensure there is space for cross-organisational working and short-term tasks. From this, you will devise your individual work plan that will form the basis of your day-to-day activities and your performance reviews.

As a Project Manager for Systems Implementation, you will –

- Oversee the design, prototype, build and implementation of a new organisational system for contract and partnership management, and a CRM solution for business development and the HelpAge Network.
- Lead the engagement and feedback with the software supplier to ensure that the new system is scoped and configured to requirement and phased according to the organisation's priorities.
- Ensure that the system is designed and built in a way that transforms, automates, and streamlines the way we work, and considers the needs of users and future system integrations.
- Coordinate the internal project team and ensure their design inputs, and their testing and data migration responsibilities are delivered according to project deadlines, budget and at the expected standard.
- Ensure a successful system launch with high levels of staff uptake.

Let's talk about you

You will be someone with:

- 5 years + experience of project-managing and implementing organisational system change projects
- Robust analytical skills, with comprehensive understanding of system design and architecture
- Strong organisational and planning skills with the ability to continually prioritise and adapt
- Ability to work under pressure, meet tight deadlines and ensure others do the same
- Strong communication skills, with experience in coordinating and working with teams remotely
- An excellent command of English, and ability to communicate clearly and concisely to a range of different audiences

- Knowledge of Microsoft Office 365 suite

Desirable:

- Experience of implementing Salesforce, or another CRM system
- Understanding of how to redefine and optimise system processes and workflows for greater organisational efficiency and effectiveness
- Experience working at an international non-governmental organization

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 an 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 behavioural 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 gender, economic status, disability and other factors of discrimination.

Equal Opportunities

HelpAge International is committed to creating an inclusive working environment, promoting and providing equal opportunities and respecting diversity in employment. We welcome applications from all suitably qualified individuals regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

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 & 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.