

## **Deputy Humanitarian Lead, Programme Operations**

<b>Location</b>	<b>Home-based, with regular travel. Applicants must be resident and possess the right to work in the country where they are based.</b>
<b>Department</b>	<b>Global Impact, Inclusive Humanitarian Action Portfolio</b>
<b>Reports to (Line Manager)</b>	<b>Head of Humanitarian</b>
<b>Contract Type</b>	<b>Full-time, 24 months</b>

### **About HelpAge**

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HelpAge International works with partners and a diverse global network of more than 170 organizations over 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 ensuring that all our work promotes wellbeing, dignity and voice, we can be a positive influence in the lives of current and future older people.

HelpAge International is entering into an exciting phase of its evolution as we fundamentally transform what we do, how we do it and how we are organised. Driven by our commitment to the localization agenda, we are evolving the way we partner and deliver value at the country and local level. In the coming 3 years, we will localize 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.

## **About the Portfolio / Department**

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HelpAge's global humanitarian work is led and supported by the Humanitarian Portfolio (team) which sits within HelpAge's global team. The team works remotely, and currently comprises eight geographically focused Humanitarian Programme Managers (HPMs), 1.5 Portfolio Support Officers and seven Advisers: Advocacy, Health, Protection and MHPSS, Humanitarian Inclusion, Cash and Markets, Capacity Strengthening, and Age-Inclusion. The Humanitarian Lead also directly manages HelpAge's Ukraine Country Director and oversees HelpAge's largest humanitarian programme in Ukraine.

The Humanitarian Portfolio works closely with other global departments: Healthy Aging and Care, Society for All Ages, Income Security, Media and Communications, Operations, Business Development, Finance, Human Resources, Regional Representatives for Africa, Asia, Europe, Latin America and Caribbean, Middle East and Eurasia.

### **Management culture**

HelpAge's is especially proud of the global humanitarian team's working culture, which operates with a high degree of trust. The management culture is highly supportive, yet intentionally provides each staff member the autonomy and space they need to develop their area of work in the way they deem best (naturally this needs to be aligned with our overarching strategy and priorities). We believe this approach is highly motivating and impactful. 'Micromanaging' is the antipathy of all we stand for.

The well-being of staff in the humanitarian team is a top priority. We take a 'long-term view' of our staff journey with HelpAge and believe that proper rest, creating a lowest possible stress work environment, ensuring we have enough staff to do the work, humour, and genuinely healthy relationships are critical elements to success. For this reason, the successful candidate will have a proven track record of fostering such a work environment and have a compatible management style.

### **About the Job**

As Deputy Humanitarian Lead, Programme Operations, you will support the Humanitarian Lead by overseeing the programmatic, operational, monitoring, evaluation and learning work of the humanitarian department.

### **Key areas for impact/influence and responsibilities**

These outline the broad areas of responsibility in the role, but in collaboration with your humanitarian 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.

## **You will:**

- Line manage approximately eight members of the Humanitarian Portfolio, primarily Humanitarian Programme Managers, with regional remits.
- Contribute to the development and update of humanitarian response strategies, systems, tools and guidelines.
- In support of the Humanitarian Lead, ensure HelpAge has humanitarian national partner and network member presence across low- and middle-income countries with high-levels of humanitarian need.
- Establish relationships with key donors and support countries, regions network members and partners in identifying and developing donor relationships in their country or regions.
- Representation, as delegated by the Humanitarian Lead, in key forums such as DEC, START Network Strategic Advisory Group, BOND, Interaction, ICVA, government and UN agencies.
- Play a leading role in resource mobilization, with a range of government, network, and non-traditional donors.
- Represent HelpAge's age-inclusion agenda with relevant UN agencies and Clusters: UNHCR – Protection & WASH, OCHA – Coordination, WFP - Food, WHO – Health, FAO – Livelihoods and Agriculture, UNICEF - intergenerational and nutrition, IOM – displacement shelter and NFIs, UNFPA - population, UNDP.
- Develop, oversee and follow up on the Humanitarian Portfolio's global workplan.
- Co-manage and track the humanitarian team's global budget, in close collaboration with the Humanitarian lead.
- Support the Monitoring, Evaluation, Accountability and Learning (MEAL) function of the humanitarian portfolio.
- Work with technical, operational and resource development staff to provide leadership to fundraising initiatives in emergency and post-emergency environments and provide input into the drafting and submission of concept notes and project proposals to donors.

## **Let's talk about you- Skills and experience**

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- A minimum of 12 years' progressive experience of humanitarian preparedness and response work across a range of countries and contexts.
- A high level of emotional intelligence, self-awareness, and demonstrable capabilities in managing a large number of direct reports, in an empowering and enabling manner.
- Demonstrable experience in strategy development, roll-out, and implementation.
- A firm commitment to the localisation principles of the Grand Bargain and Charter 4 Change, accompanied with demonstrable experience of implementing localisation principles.

- Skilled in providing advice and support to programme teams, technical teams and strengthening staff and partner capacity.
- Highly experienced in developing and maintaining networks and productive working relationships with organisations and institutions.
- Familiarity with several humanitarian technical sectors: protection, nutrition, health, food security and livelihoods, WASH, Shelter.
- Strong commitment to humanitarian values, law and principles and familiarity with humanitarian standards.
- Ability to promote organisational learning through analysis, research, report writing and dissemination of information.
- Excellent understanding of international humanitarian systems, institutions and donors, and of procedures, accountability frameworks and best practices in emergency management.
- Successful experience of engagement with both institutional donors (GAC, GFFO/AA, ECHO, BHA, UN pooled funds etc) and non-governmental donors: trusts, foundations, philanthropic agencies.
- Experience of managing a large and diverse team, including effective management of staff at a distance.
- Experience of working with and through partners in emergency response.
- Excellent interpersonal skills, including experience of negotiation with a wide range of organisations at different levels and with a high level of cultural sensitivity.
- Excellent command of written English, in order to be able to prepare guidelines, training materials and other resources.
- Able to travel at short notice throughout the year.
- A commitment towards the following; working to our values, equal opportunities, respect and dignity, health and safety and data protection.

### **Desirable**

- Experience of age-inclusive humanitarian programming; and application of Humanitarian Inclusion Standards (HIS).
- Fluency in other languages

## **Key Behavioural Competencies**

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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:

<b>Competencies</b>	<b>Description</b>
Work Collaboratively with Others	Work collaboratively, building mutual trust and respect, with external organizations and partners to achieve our strategic aims and objectives; being accountable for the work we do together.
Adaptability and Flexibility	Adapt to new directions or opportunities arising within the organisation and in our work area; being flexible in our role, constantly using the feedback to learn more and evolve further.
Support and Facilitating Change	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	Extend HelpAge's reach and impact by creating and identifying new business development opportunities and building relationships with new partners.
Diversity and Inclusion	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.
Lead Others (for managers)	Demonstrate strong leadership to own unit/department and manage people in a well and reputable manner. Create an atmosphere of trust and an enabling environment where staff can contribute their best and develop their potential.

## **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. The post holder 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.

### **SAFER RECRUITMENT**

All employments at HelpAge International will be subject to satisfactory references and appropriate screening checks, which can include misconduct disclosure schemes and terrorism finance checks.