

Office Assistant (National)

Location	Dnipro, Ukraine
Department	Operations, National Staff member.
Reports to (Line Manager)	Office Assistant
Contract Type	Full-time, 12 months fixed term employment contract
Works with	Staff members of program, and support departments.

About HelpAge

HelpAge International works with partners and a diverse global network of more than 170 organisations 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 keyway 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 HelpAge Ukraine

HelpAge has been operating in Ukraine since 2014, establishing an office in Kyiv and providing programmatic outreach in the Eastern region. Early in the crisis, HelpAge developed a remote management approach, building on an already established model following internal restructuring of HelpAge in 2021 and the Remote Management policy developed during the COVID-19 global pandemic in 2020. HelpAge in Ukraine relocated its main office from Kyiv to Lviv in April 2022 due to the conflict. Since phase 1 planning, we are now based in 4 locations in Ukraine, with offices in Kyiv, Lviv and Dnipro, as well as HelpAge staff based in Chernivtsi. Internal coordination including regular programme coordination meetings with country colleagues takes place on a weekly basis, to enhance coordination between offices and departments. In addition to open communication channels across HelpAge, there are internal Emergency Response Team (ERT) meetings held every two weeks, involving the three countries and the response team.

About the Job

The Office Assistant will provide essential administrative support and ensure the smooth operation to different departments and activities of Dnipro Office. The job holder will play a critical part in creating a productive and efficient work environment, enabling the team to focus on their core tasks and responsibilities.

Key areas for impact/influence and responsibilities

- Ensures that administrative tasks of the office are implemented on time.
 - Prepares and carries out the practical and logistical organisation of various office/program activities, such as: meetings, workshops, field visits, seminars, trainings, official journeys.
 - Drafts correspondence, documents, presentations and assists in preparing reports, briefing notes, and taking minutes of meetings.
 - Assists the Human Resources Officer by performing ancillary tasks in the process of recruitment and HR administration.
 - Provides ad-hoc interpretation and translation to stakeholders about the office.
 - Assist in special projects, research, or event planning whenever called upon.
 - Arranges meetings, develops, and updates the list of interlocutors.
 - Ensures proper filing, follow up and updates of specific files independently.
 - Undertake any other duties assigned by line manager.
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Skills and experience

Required:

- Complete post – secondary education, corresponding to at least two years of studies.
- One year minimum of relevant and related experience.
- Good command of English.
- Sound computer skills in office applications (word processing, spreadsheet, data bases, presentation software and outlook).
- Organisational and planning skills, problem solving and excellent communication skills.
- Team player and capacity to work independently.

Desirable:

- Previous experience working for National or international NGOs.

Key Behavioural Competencies

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:

Competencies	Description
Working Collaboratively with Others	Work collaboratively, building mutual trust and respect, with external organisations 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.
Supporting 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.
Leading 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.

How to Apply

Interested and experienced candidates are encouraged to send a copy of their cover letter and an updated CV (no longer than three pages) in English to hrua@helpage.org mentioning the name of the position that you are applying in the subject.

Attention! This vacancy is open for Ukrainian citizens only. Please be aware that interviews will be scheduled on a rolling basis until the position is filled, and only short-listed candidates will be informed. If you did not hear from us within two weeks after the application deadline, please consider your application unsuccessful.