

Portfolio Support Officer (maternity cover)
Society For All Ages (SFAA) & Inclusive Humanitarian Action (IHA)

Location	Global
Department	Global Impact
Reports to (Line Manager)	Line-managed by Portfolio Lead, SFAA; task-managed for IHA team by Portfolio Development & Quality Manager (PDQM)
Grade	Grade C or equivalent according to location / type of contract
Contract Type	Fixed term from December 2023 to September 2024 with possibility of extension to December 2024.

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 localisation agenda, we are evolving the way we partner and deliver value at the 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.

About the Department / Portfolios

The Global Impact Department contributes to the 2030 Strategy as follows:

- To achieve positive impact on well-being, dignity and the voice of older people by inspiring a movement for change, through implementing the strategic approach of support, convene and thought leadership.
- Leading, advocating and partnering on initiatives that support and transform systems, challenge attitudes and social norms, and influence laws, policies and practice at national, regional and global level.

The Department includes four global portfolio teams: Income Security, Healthy Ageing, Inclusive Humanitarian Action, and A Society For All Ages. These teams work together and separately, with the following remit:

- Thought leadership on the four focus areas of 2030 strategy and differing approaches and challenges at a regional and national level.
- Further development of global portfolios and transition to partner-led programming and localisation of country teams.
- Identify and develop new programmatic opportunities to deliver impact for older people in countries with partners.
- In collaboration with the Business Development and Transformation Teams, develop, test and iterate non-traditional opportunities that deliver impact for older people, increased reputation and diverse sustainable revenue stream for HelpAge.
- Identify, develop and deliver the technical expertise and advocacy opportunities to promote HelpAge's thought leadership within and beyond the sector.
- Participate in and create opportunities to convene relevant stakeholders in global campaigns to increase the focus on older people and issues related to ageing.
- Through partner-led programming, build evidence and learning to develop initiatives and utilise platform to support drive for longer term sustainable change through influencing and advocacy at the national level.

About the Job

As Portfolio Support Officer you will work across two portfolio teams in the Global Impact Department: Society For All Ages (SFAA) and Inclusive Humanitarian Action (IHA), with a 50:50 time split.

The SFAA team currently comprises 4 Advisers on Voice & Ageism, Rights, Gender, and Inclusion, a Portfolio Development & Quality Manager, and 0.5 PSO (this role) and Portfolio Lead.

The IHA team currently comprises 8 geographically focused Humanitarian Programme Managers, a PDQM, 1.5 PSOs (including this post), a Portfolio Lead and Deputy Humanitarian Lead for Programme Operations, and 7 Advisers on Advocacy, Health, Protection and MHPSS, Humanitarian Inclusion, Cash and Markets, Capacity Strengthening, and Age-Inclusion. The team also manages HelpAge's Ukraine Country Director and oversees HelpAge's largest humanitarian programme in Ukraine.

Key areas for impact/influence and responsibilities

- Provide support in partnership management, partner assessments, and contracts for grants.
- Provide support in business planning, including updating and maintaining funding and network member trackers.
- Work with Supporting Members and portfolio team members to ensure proper coordination of work and support as needed for new funding opportunities and contracts.
- Support team members with invoicing, payment processing, accounting, quality reporting, and other administrative functions (eg travel planning and bookings) to ensure successful execution of grant processes.
- Assist and support with reporting and the preparation of presentations for a variety of audiences (internal and external) including donors.
- Provide support in partnership management, partner assessments, and contracts for grants.
- Provide support in business planning, including updating and maintaining funding and network member trackers.
- Support the SFAA-based Gender Advisor on global gender advocacy strategy and gender mainstreaming efforts, including logistics and support for in-person events and virtual working group meetings.
- Support humanitarian MEAL activities, including CHS, project reviews, with Humanitarian Programme Managers
- Lead on data presentation (PowerBi) of humanitarian rapid needs assessments, when requested
- Provide support, testing, and training as needed for new contract management system roll-out.
- Provide support for internal reporting requirement, coordinating and updating team inputs, as needed.
- Maintain and update grant proposals and contracts for portfolios in contract management system.
- Provide support to grant management and disbursement of Global Emergency Fund grants
- Other occasional team coordination or administrative support tasks specific to the needs of each Portfolio team and Lead.

Skills and experience required

You will be someone with:

- Evidence of experience in all aspects of Project Cycle Management with experience in successful contract management and reporting.
- Demonstrable skills and/or experience in conducting analysis, research, report writing and dissemination of information to a broad range of audiences.
- Familiarity with gender concepts and gender mainstreaming in programmes and projects (or a willingness to learn and grow in this area)
- Strong administrative skills and an ability to use online databases.
- Proven ability to work collaboratively and dependably with colleagues and in a way that encourages experimentation, learning and agency.

- Demonstrated ability to take initiative, manage own use of time and self-motivate, especially as this role will be remote.
- Strong working knowledge of Microsoft Office suite particularly Excel.
- Fluency in English, both written and verbal. Other languages are strong assets.
- Flexibility, as we are a small team and priorities may shift and willing to work overtime as and when required when tight deadlines arise.
- Ability to work efficiently under pressure, manage multiple tasks and meet deadlines, while maintaining attention to detail.

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 people and their communities, and to make an impact that matters.

In addition, as an HelpAge employee you are expected to demonstrate the following core competencies:

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 do 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.