

GLOBAL PLANNING AND MEAL MANAGER

Location	Global
Department	Transformation
Reports to (Line Manager)	Head of Transformation
Grade and Salary	UK Grade E or equivalent according to location / type of contract

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 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

The role of the Transformation team is to -

- Lead, guide and support the move of the organisation to the new value proposition, including portfolio approach and diversified programming models.
- Establish organisational learning and knowledge management, taking forward the HelpAge MEAL framework, adapting it to continuously improve ways of working and output.
- Develop and support cross organisational working groups with input from each team to take forward cross cutting initiatives and new ideas.
- Develop and embed new business processes and ways of working across the organisation.
- Working with HR help develop different initiatives that will contribute to the creation of an enabling organisational culture

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 team workplan to drive initiatives, develop ideas, as well ensure there is space for cross organisational working and short-term tasks. From this you will devise your individual workplan that will form the basis of your day to day activities and your performance reviews.

As Global Planning and MEAL Manager you will -

- Manage and develop the organisational business planning, reporting, and learning processes and systems.
- Manage the data collection, consolidation and reporting against HelpAge's Results Framework for internal and external audiences, including the roll out and bedding down of a Digital MEAL System (DMS)
- Manage reporting to internal and external stakeholders, including strategic partners, donors, Board of Trustees, statutory and other bodies.
- Manage and further develop HelpAge's global digital M&E data system, including supporting teams and partners to ensure data is accurate, up to date, and used across the organisation for reporting, learning, and continuous development.
- Advise and support portfolio teams and MEAL focal points on knowledge management, and MEAL, and lead the respective cross-organisational working group
- Oversee the development of MEAL capacity of global and country teams, network members, and partners.

Skills and experience required

You will be someone with:

- Experience in developing/working with organisational planning, reporting, and data management systems.
- Experience in leading transition to online software systems. HelpAge is currently transitioning to DevResults so experience with DevResults would be beneficial though not essential.
- Demonstrable experience in lean project management as well as strong leadership and motivation skills
- Excellent communication and coaching skills are vital, and you will have the requisite interpersonal and negotiating skills to resolve conflicting objectives and to work with and influence senior management.
- Excellent problem-solving skills, able to offer the right balance of creativity and pragmatism, with the confidence and resilience to challenge assumptions and instigate positive change to achieve business goals.
- A good understanding of organisational dynamics, business processes, policies, tools, and methodologies relevant to operational change,
- Demonstrable experience in setting up and managing organisation-wide planning and reporting systems and processes with excellent planning and coordination skills and experience
- Demonstrable experience in setting up and managing organisation-wide MEAL frameworks
- Experience with a range of corporate planning and reporting tools, tracking value, and utilizing the analysis to inform resource allocation.
- Experience in knowledge management adaptive programming methodologies and MEAL innovations
- Knowledge and experience in using qualitative and quantitative data collection design and analysis methods, including statistical analysis, sampling strategies, and proficiency in statistical packages
- Exposure to and knowledge of the international development sector including key trends.

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.

How to apply

To apply for this job at HelpAge, please submit the following documents:

- A cover letter, setting out how you meet the requirements of the job profile. Please use bold headings for each requirement and provide examples.
- Your current curriculum vitae (3 pages maximum)
- Three referees, including your most recent employer

To be considered, please read the job description to find out more information and then email your application to **jobs@helpage.org** before the closing date.

Closing date: Thursday, 29 February 2024 at 24:00 (GMT+1)