

Global Operations Officer and Salesforce Administrator

Location:	Global
Team:	Business Partner Services
Reports to (Line Manager):	Operations Support Business Partner
Salary Grade:	Grade C or equivalent according to location/type of contract
Contract Type:	Fixed Term contract until 31 March 2025

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

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.

About the Job

As the Global Operations Officer and Salesforce Administrator, your role will involve around overseeing and optimizing various operational aspects across different departments within the organization, while also managing the Salesforce platform to support staff and partner relationship management activities.

Key areas for impact/influence and responsibilities

1. Perform the organisation’s Salesforce Administrator role (50%)

- Play a key role in the roll out and ongoing management of the Salesforce system (HelpAge Connect), and lead the system user training and development of support resources

- Develop effective working relationships with key system stakeholders to ensure system adoption, buy-in at all levels of the organisation, and system compliance
- Be the main point of contact for users for help and support, troubleshooting problems and issues users face in a timely manner, and report bugs to the system provider
- Establish the system data cycle, ensuring internal understanding and on how the organisation collects, stores and analyses data
- Gather, prioritise, document and implement configuration user change requests to the system as required
- Ensure the system keeps pace with business requirements and needs, and the long-term fit of system design
- Undertake fundamental system technical training with the system provider and with Salesforce resources to perform the administrator role
- Assist with the closedown of the old contract management software

2. Support on Other Operational Priorities (50%)

- Train and support staff on a variety of different operational policies and systems including Salesforce, travel and insurance processes
- Ensure compliance across operational areas such as governance records, data protection, environment and insurance with colleagues in the Global Team and Country Offices
- Support with administration activities for the team; including coordinating remote working assessments, operations procurement, and records keeping.

Skills and experience required

You will be someone with:

Essential:

- Experience of working with databases in data collection, analysis, management, including Salesforce and Microsoft Excel
- Strong data handling skills and attention to detail/quality control
- Aptitude for technology and a desire to learn and evolve skills, with ability to self-teach how to make basic technology changes.
- Business and process analysis skills
- Strong documentation skills
- Knowledge of Microsoft Office 365 suite
- Experience of providing support in an international organisation and providing excellent customer service

- Experience of providing training and/or support; remotely and/or in-person
- Strong organisational skills and the ability to prioritise
- Excellent command of English

Desirable:

- Salesforce administrator experience
- Experience with IATI publishing
- Previous experience of working at an international non-governmental organisation
- Travel management experience
- Experience of Supporting country registrations and compliance with legal/statutory obligations,
- Second language spoken in a HelpAge country of operation.

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 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.
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.