

REGIONAL ADMINISTRATIVE AND COMMUNICATIONS JUNIOR OFFICER

Location	Argentina and/or Colombia
Department	Global Impact, Latin America and Caribbean team
Grade	UK Grade B or an equivalent based on location and type of contract
Contract Type	Full-Time, fixed term contract

About HelpAge

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 Job

The Regional Administrative and Communications Junior Officer will play a vital role in supporting the efficient operation and communication efforts of the regional

office. This position will involve a combination of administrative tasks, project coordination, and communication duties to ensure seamless functionality and effective information dissemination within the region. The ideal candidate should be organized, detail-oriented, and possesses strong communication skills, capable of handling a diverse range of responsibilities to support the regional team and its stakeholders.

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 Regional Administrative and Communications Junior Officer will assist the LAC regional representative in tasks delegated to ensure the fulfilment of the business plan in the region, among them are:

Communications tasks:

- Support to campaigning and advocacy activities
- Information and communication support with the members and partners across the region.
- Outward communication beyond the region to the rest of the HelpAge network.
- Collect case studies, materials and required information from network members, partners and programmes in the Region for use by the Global Communications team; in particular sourcing and providing communications requirements for the Sponsor a Grandparent and similar programmes.
- Maintain and update regional social media channels, as well as the dedicated global HelpAge homepage for LAC.
- Develop monthly digital newsletters and another comms content.
- Support translations in meetings with HQ and members, or support translations of materials, review translation made by others.

Strengthen the network of members.

- Maintain smooth communication with the members of the region.
- Identify and socialize content of interest for them.
- Promote the work of the members through our social media channels.
- Provide support in activities developed with, for and by them.
- Identify potential organization that can become members.
- Prepare and translate applications packets to become a member.

Administrative tasks:

- Drafting contracts and service orders, and support and follow payments procedures.

- HR arrangements and administrative assistance as required for a cluster of staff.
- Support with ensuring compliance with legal requirements for a HelpAge entity (if present in location) - including annual and other reporting, legal registration. Keep the Head of Operations informed of ongoing compliance.
- Support the Regional Representative with logistics, operational and technical activities including events, workshops, meetings, seminars, travels etc. which may require accommodation, hotel bookings, transportation, ensuring different services.
- Support basic IT and communications hardware provision.
- Any other suitable administrative activities as required by LAC the regional representative.
- Focal point for security in Colombia along side the Humanitarian Focal Point for the region

Skills and experience required

- Degree in communications or areas related.
- Ability to manage websites as well as social media channels.
- Willing to deliver administrative and logistic tasks.
- Willing to support international staff, organising events and carrying out arrangements for workshops and conferences.
- Familiarity with Microsoft package – Word, Excel, Outlook, Sharepoint
- Ability to gather communications information from different countries and share this with others
- Fluent written and spoken Spanish and English
- Excellent skills in designing a wide range of organisational communication products
- Desirable one to two years of experience

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.

To apply for this role, please send an updated CV and covering letter only in English outlining how you meet the required criteria to email to marcela.bustamante@helpage.org copying valentina.pardo@helpage.org

Applications MUST include a cover letter. If they do not, they will be disregarded. Only shortlisted candidates will be contacted.