

LOCALISATION MANAGER

Location	Global
Department	Transformation
Reports to (Line Manager)	Head of Localisation
Salary Grade	UK Grade E or equivalent according to location / type of contract
Contract Type	Fixed Term for 12 months

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.

HelpAge has based its localisation work on locally led approaches and processes which are led by the country teams with support from the Transformation team. So far, the options that emerged from locally led consultations are the setting up of local NGOs and advocacy platforms that aim to take forward the work on ageing issues in the countries.

About the Portfolio / Department

The role of the Transformation team is to -

- Drive HelpAge's transformation and evolving value proposition to ensure it is an impactful, relevant, legitimate, and resilient organisation.
- 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

Team info

The Transformation team has the following remit: -

- Deliver the transition of HelpAge's presence at country level (localization) through initial country reviews, identification of model to be followed in each case, then oversee implementation.
- Oversee management of country operations and programmes until localization is complete.
- Programme management of regional, multi-country or global projects outside the four focus areas.

About the Job

As a Localisation Manager, you will work collaboratively with colleagues and your line manager to empower country teams with tools and resources for effective reviews and locally led transitions. Among others, you will guide the implementation of country strategies, track progress, and address emerging issues.

Key areas for impact/influence and responsibilities

These outline the broad areas of responsibility in the role, but in collaboration with your colleagues and line manager 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 as 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 Localisation Manager you will -

- Provide tools and resources to enable the remaining country teams to carry out effective reviews leading to the choice of a locally led transition

- option after localisation
- Support and guide all teams in the implementation of the agreed strategy for that country, providing advice, tools, resources
- Agree plans and timetables with country teams in accordance with organisational targets. Track and monitor progress and keep head of team informed. Advice on issues and concerns and recommend action as appropriate.
- Keep an overview and oversight of the individual transitions and advise the organisations on the overall progress and issues emerging.
- Ensure that country teams have access to necessary expertise to develop a programme strategy including advocacy and communications, business plan, a diverse funding base, fundraising plans and systems.
- Support country offices to set up the appropriate organizational systems and policies, drawing on business partner services where appropriate
- Support country teams in negotiations with other organisations in relation to localisation; ensure access to necessary legal and other expertise and documentation etc.
- In consultation with HR and business support teams, support countries with change process as part of the country transition plan
- Support linkages between country teams, regional representatives and the portfolios in the global impact team; ensuring that the newly established organisations receive the necessary support towards its stabilization and strengthening. Explore fund raising opportunities for the newly established organisations and for localisation initiatives
- Prepare updates on the country transition and localization work
- Conduct reviews to document lessons learnt, improve ways of working and share learning externally.

Skills and experience required

You will be someone with:

- Management experience in international development across a variety of contexts
- Experience of working directly with partners and national level organisations
- Knowledge of the key issues and debates around Localisation
- Experience of and understanding of organisational development and change processes
- Excellent Project management skills with experience of using project management tools effectively to deliver against deadlines and targets.
- Previous experience of negotiating with internal and external stakeholders in project delivery
- Ability and willingness to travel overseas, including at short notice.

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.