

Global Operations Officer

Location	Global
Department	Business Support Services
Reports to (Line Manager)	Head of Operations
Grade	UK Salary Grade C or equivalent according to location / type of contract
Contract Type	Fixed term

About HelpAge

HelpAge International works with partners and a diverse global network of more than 200 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. 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

As HelpAge evolves, both supporting locally-led development and strengthening its own convening and thought leadership capability, our business model is changing, alongside the business models of our Supporting Members (HelpAge organisations in key donor countries). The list below outlines 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 teamwork plan to drive initiatives, develop ideas, and ensure there is space for cross-organisational working and short-term tasks. From this, you will devise your individual work plan that will form the basis of your day to day activities and your performance reviews.

Key areas for impact/influence and responsibilities

As the Global Operations Officer, you will –

- Support on the organisation's insurance policies, assisting with monthly travel declarations and invoicing, assisting staff with claims processes and supporting on policy renewals
- Support on organisational data protection activities, notably ensuring completion of annual team and country data protection mapping exercises to a high standard, following up on the completion of any needed actions and reviewing data protection impact assessments (DPIAs) where required
- Collect and clean mid-year and annual carbon data to track and monitor performance against our carbon reduction targets, and ensuring compliance of project basic environmental assessments (BEAs)
- Ensure timely completion of annual office health and safety risk assessments
- Ensure staff have attended key training in operational areas such as security, data protection, environmental management, contract management and partnership and reflecting this on training records
- Ensure compliance with key organisational SharePoint filing systems, specifically for donor funded contracts, partnership assessment and office closure
- Be a point of contact for support queries related to travel, and our contracted travel agent and arranging access to their booking portal
- Assist with the organisation's International Aid Transparency Initiative (IATI) publishing, particularly with identifying data gaps and working with colleagues to resolve

- Assisting with the phaseout and closedown of old contract management software
- Support with administration activities for the team; including operations procurement and records keeping.
- Support in maintaining the Operation Team’s SharePoint sites providing information to staff

Skills and experience required

You will be someone with:

- Strong organisational skills and the ability to prioritise
- Experience providing support and excellent customer service to geographically dispersed teams in an international NGO
- Excellent command of English
- Experience providing training and/or support; remotely and/or in-person
- Experience with travel management.
- Experience in insurance, data protection and environmental management
- Good data handling skills and attention to detail/quality control management
- Experience working with databases, Microsoft Excel and SharePoint
- Knowledge of Microsoft Office 365 suite and experience with IATI publishing
- Second language spoken in a HelpAge country of operation is an added advantage.

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.