

## Portfolio Development & Quality Manager (Healthy Ageing)

<b>Location</b>	Global
<b>Department</b>	Global Impact
<b>Reports to (Line Manager)</b>	Portfolio Lead, Healthy Ageing
<b>Grade</b>	Grade E or equivalent according to location / type of contract
<b>Contract Type</b>	Full time, fixed-term <b>internal secondment for 4 months</b> from mid-May to end Aug 2025

### About HelpAge

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HelpAge International works with partners and a diverse global network of more than 199 organisations in 98 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 localisation agenda, we are evolving the way we partner and deliver value at the country and local level. We are localising our country offices and programmes, and developing new and diverse forms of partnerships globally. We seek to give primacy to local agents for change. To this end, we are replacing all programmes delivered by HelpAge staff and resources on the ground with implementation by partners – across all our humanitarian and development work.

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 relationships at the national level to build collaborations and support others to set their own agendas.

### About the Department / Portfolio

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The Global Impact Department contributes to the 2030 Strategy as follows:

- To achieve positive impact on well-being, dignity and the voice of older people by inspiring a movement for change, through implementing the strategic approach of support, convene and thought leadership.
- 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.

The Department includes four global portfolio teams: Income Security, Healthy Ageing, Inclusive Humanitarian Action, and A Society For All Ages (where this role is located). These teams work together and separately, across all regions, with the following remit:

- Thought leadership on the four focus areas of 2030 strategy and differing approaches and challenges at a regional and national level.
- In cooperation with Transformation team, lay the groundwork for further development of global portfolios and transition to partner-led programming and localisation of country teams.
- Identify and develop new programmatic opportunities to deliver impact for older people in countries with partners.
- In collaboration with the Business Development and Transformation Teams, develop, test and iterate non-traditional opportunities that deliver impact for older people, increased reputation and diverse sustainable revenue stream for HelpAge.
- Identify, develop and deliver the technical expertise and advocacy opportunities to promote HelpAge's thought leadership within and beyond the sector.
- Participate in and create opportunities to convene relevant stakeholders in global campaigns to increase the focus on older people and issues related to ageing.
- Through partner-led programming, build evidence and learning to develop initiatives and utilise platform to support drive for longer term sustainable change through influencing and advocacy at the national level.

## **About the Job**

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This Portfolio Development and Quality Manager (PDQM) role is based in the Healthy Ageing portfolio team, but will work with PDQMs in other portfolio teams and with country teams and implementing partners, Business Support Services teams, the Business Development team, and HelpAge's Supporting Members in the UK, Germany, Spain, USA and Canada.

## **Key areas for impact/influence and responsibilities**

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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 Portfolio Development and Quality Manager you will be required to provide support to the Healthy Ageing portfolio but also be flexible to work on different portfolios when needed.

You will also –

- Providing leadership in close collaboration with the Portfolio Lead and Advisers in the design and delivery of the portfolio's annual funding plan and strategy of the portfolio and co-leading design and implementation the HelpAge Healthy Ageing Platform's resource development plan
- Identify and develop new pipeline of funding opportunities and project partnerships to build a portfolio of work and increase the impact for older people
- Work closely with the Business Development Department and supporting members to provide information needed on the portfolio for developing new relationships and funding proposals with new and non-traditional donors
- Provide technical and managerial advice and support to Portfolio Leads and Advisers in the development of new project proposals including needs assessments, concept notes, project proposals and budgeting
- Develop the capacity of HelpAge staff, partners and network members through training (including coaching and mentoring) and support on programme development and other aspects of the project cycle including fundraising.
- Monitor the quality of portfolios and programmes, supporting partners, making recommendations for change that is needed to improve the impact on the lives of older people
- Lead on Monitoring, Evaluation and Learning for the portfolio, tracking progress, sharing and utilising related information, data, learning and evidence across the organisation and the network.
- Strengthen relationships with network members and partners engaged on the portfolio, understanding their areas of expertise, and convening regularly to share learning and develop ideas.
- Manage the partners and donors with the support of portfolio colleagues, the business partner service team and advisers
- Support the Portfolio Lead in steering the annual business planning, reporting and other similar processes, including financials for the Portfolio, with active coordination with the FBP and other relevant stakeholders.
- Work with PSOs and portfolio teams to ensure up to date information in the online systems - DEV results and HelpAge Connect.
- Program/Project Management – Coordinating the project and contract management cycles of portfolio and providing project management to catalytic grants under the Healthy Ageing Platform and dedicated projects including donor engagement and reporting.
- Represent the portfolio and/or HelpAge to external meetings and convenings.
- Healthy Ageing Platform: work closely with the portfolio team, Transformation adviser and Steering committee and in close consultation with Portfolio lead, to undertake the following:
  - Coordinate and ensure the smooth running of the Health Ageing Platform activities working closely with the task teams
  - Act as the co-chair of the leadership team coordinating the biweekly Chair and Co-chairs meeting, as well as monthly leadership meetings

- (biweekly at the start of financial year to support development of annual priorities) supported by clear agenda items
  - Coordinate the HelpAge Coordination bi-weekly meeting and weekly management meetings with clear agenda.
  - Coordinate quarterly and annual members meetings working closely with the leadership groups
  - Coordinate with the HelpAge Coordination team to undertake all heavy lifting on administrative, technical and drafting on needed products for the platform.
  - Lead the Resource development task team and contribute MEAL task teams
  - Provide leadership in Donor reporting of the seed funding for the platform and undertake Project management for catalytic grant
- Contribute and provide inputs to the relevant strategic initiatives launched within and outside the organisation

### **Let's talk about you**

You will be someone with:

- Substantial experience in all aspects of Project Cycle Management with particular focus on proposal development, needs assessments, M&E and Knowledge management
- Track record in successful project development with partners and securing funds to support partner led programming in low and middle income countries.
- Ability to coordinate and manage a movements or coalitions
- An ability to have a good understanding of the key portfolio areas for HelpAge, and in depth knowledge and experience of one of the focus areas is desirable.
- Experience of development and use of MEAL systems and approaches, at project level, across development, humanitarian and advocacy context
- Demonstrable experience in leadership and programme management with geographically dispersed teams
- An ability to represent HelpAge with traditional and non traditional partners, donors and networks
- Experienced in building and supporting national staff and partner capacity.
- For roles working in the Inclusive Humanitarian Action portfolio, extensive Humanitarian experience and an ability to be regularly deployable and in emergency situations at short notice.

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:

- Work collaboratively, building mutual trust and respect, with external organisations and partners to achieve our strategic aims and objectives; being accountable for the work you do together
- Adapt to new directions or opportunities arising within the organization and in your work area; being flexible in your role, constantly using the feedback to learn more and evolve further.
- 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, by creating and identifying new business development opportunities and building relationships with new partners.
- 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 marginalized by gender, economic status, disability and other factors of discrimination.

## Key Behavioural Competencies

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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 contribute their best and develop their potential.

## Safeguarding

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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.