

<b>Job Title:</b>	<b>Humanitarian Programme Manager (Assessment, MEL and Accountability)</b>
<b>Salary &amp; grade:</b>	Grade E, £39,000 – £44,178
<b>Location:</b>	London with international travel
<b>Department:</b>	Humanitarian Team, Global Impact and Resourcing Department
<b>Responsible to:</b>	Head of Humanitarian
<b>Key relationships:</b>	External: regular relationships with key UN agencies and clusters, INGOs, NGOs, donors and HelpAge Affiliates. Internal: close working relationships with the Humanitarian Team (HuT) and other teams in the London Secretariat; HelpAge's regional and country offices and the HelpAge Network.
<b>Contract:</b>	Permanent Contract, full time

## Background

HelpAge International (HelpAge) is an international NGO with a vision of a world where older people fulfil their potential to lead active, dignified, healthy and secure lives. The HelpAge global network is made up of over 100 affiliates working to support older people and promote their rights, with programmes managed by a secretariat in London and Regional Offices in Africa, Asia, the Middle East and Latin America.

The world HelpAge wants to see is one where everyone, whatever their age, can say:

- I have the income I need
- I enjoy the best possible health and quality of life
- I am safe and secure, free from discrimination and abuse
- My voice is heard.

We want older people affected by humanitarian emergencies to be able to say this too. To support this objective HelpAge's humanitarian strategy has two key pillars. The first focuses on the delivery of humanitarian assistance and protection to older men and women to meet their needs. The second pillar of our work is advocacy focused and aims to support mainstream humanitarian actors to fulfil their commitments to impartial response and contribute to the improved quality and accountability of humanitarian programming.

HelpAge International (HelpAge) is an international NGO with a vision of a world where older people fulfil their potential to lead active, dignified, healthy and secure lives. It is also a global network with over 100 affiliates working to support older people and promote their rights. HelpAge's programmes are managed by a secretariat in London and Regional Offices in East Africa, Southern Africa, South Asia, East Asia, Middle East and Eurasia, and Latin America and the Caribbean.

HelpAge's humanitarian work is led and supported by the Humanitarian Team based in London. The team comprises programme and policy specialists including Humanitarian Programme Managers (HPMs) who support our country and regional teams and our affiliates and partners to respond to humanitarian emergencies. In the case of

emergencies in places where there is no existing HelpAge presence, the HPMs may be required to initiate and manage the initial phase of an emergency response. In addition to initiating and supporting humanitarian interventions, the HPMs have technical sector expertise and provide technical support to ensure the quality and relevance of our humanitarian work. You may have to travel at short notice and for up to a maximum of three months at a time, though deployments are more typically between two and four weeks. This position is for a Humanitarian Programme Manager with experience in needs assessments, M&E and accountability.

### *Support for older people in humanitarian crises*

The economics of ageing means that many older people experience disproportionately high levels of poverty. In humanitarian crisis contexts, this reduces their capacity to cope with hardships caused by a disaster or conflict and it can influence the level of inclusion and support they receive from family and community. Their vulnerability may be further heightened by the financial burden of being the primary carer for grandchildren and other dependants.

Yet, very often, there is no data on the specific needs and capacities of older women and men affected by humanitarian crises, and where data exists, an in-depth disaggregated analysis is lacking.

In order for the humanitarian response to reach older people it is vitally important that HelpAge is able to provide an immediate clear fact based assessment of how older people have been affected by the crisis. Rapid needs assessments of older people (initiated within 24 hours) provides our protection and policy advisors working within the various clusters with a clear picture of how older people have been affected by the crisis. This information, which is continually updated as more rapid assessment data is added is used to inform responding agencies in the various clusters of the particular needs of older people.

### **Job Purpose**

1. As part of the HelpAge International humanitarian team to respond to large and medium scale humanitarian crises by initiating, leading and supporting a humanitarian response with emphasis on assisting older people affected by the crisis
2. To support and, if necessary, manage the rapid needs assessment of older people (within 24 hours) in emergency responses to humanitarian crises by HelpAge and its partners
3. To support and, if necessary, oversee the monitoring of the humanitarian response and a quality analysis of the collected data, including age, gender and disability analysis
4. To support the development of the MEL framework for the response including an After Action Review (6 weeks) and a Real Time Evaluation (6 months) after initiation of the response
5. Support the maintenance of emergency preparedness in HelpAge Country offices, HelpAge Network and our humanitarian partners
6. Support the humanitarian capacity development of national humanitarian NGOs (partners or network members)

### **Job Content/Key Tasks:**

#### **Humanitarian Programme Management and Support**

- To respond to emergencies during first and second phases in roles ranging from team leader, deputy team leader, cash advisor, or provide direct support to HelpAge teams and network members

- With other members of the Humanitarian Team, initiate and manage emergency operations when there is no existing HelpAge presence or capacity, including immediate response to rapid onset emergencies
- Advise and support HelpAge regional and country offices and partners on strategies and activities for assessment including identifying vulnerable older people for assistance, needs assessment, programme design and monitoring
- Build capacity amongst HelpAge staff and partners in the design and implementation of rapid needs assessment, data management, MEL and accountability mechanisms
- Support HelpAge Country offices maintain a consistent level of emergency preparedness including the development of scenario based response plans.
- Support engagement with humanitarian donors and development of high quality proposals
- Represent HelpAge and promote the protection and inclusion of older people in relevant Clusters including the clusters at global and local levels and amongst NGOs, UN agencies and donors
- Contribute to the development and monitoring of strategic and annual plans

### **Support to HelpAge Regional offices and network members**

- Develop and deliver a training-of-trainers module for HelpAge staff to strengthen the capacity of HelpAge teams to deliver HelpAge's humanitarian response including rapid needs assessment, data management, MEL and accountability
- Build capacity amongst HelpAge staff and partners in the design and implementation of humanitarian response programmes including but not limited to needs assessments, accountability, CHS and other relevant standards, preparedness, security in emergencies and Monitoring, Evaluation and Learning (MEL).

### **Monitoring and learning**

- Work with HelpAge country teams to develop indicators, monitoring plans and evaluations for the humanitarian response
- Support learning and evidence gathering in HelpAge emergency programmes and collaborate with the humanitarian policy team to ensure good practice and outcomes are documented and shared within HelpAge and with other humanitarian actors
- Support the development of policies, best practice guidance, programming tools and training material, in close cooperation with the Policy team

### **PERSON SPECIFICATION**

- Experience and proven record of initiating and leading a rapid and effective humanitarian response in several recent major disasters
- Experience developing and implementing rapid needs assessments, accountability and MEL systems in humanitarian contexts, including conflicts and natural disasters
- Good programme management and leadership skills
- Experience of emergency preparedness and a clear understanding of the emergency preparedness process
- Experience working in networks and consortiums particularly with smaller local networks and organisations
- Experienced in building team and partner capacity including providing training
- Documented experience in preparing successful funding proposals
- Experience of the humanitarian coordination system, humanitarian standards and principles, and humanitarian accountability initiatives.
- Able to work independently and as part of a team
- Ability to be flexible, in adjusting work plans and priorities rapidly in response to external opportunities
- Excellent written and verbal communication skills

- Able and willing to travel, sometimes at short notice, and to live in difficult environments and living conditions when necessary
- Fluent spoken and written English

**Desirable**

- Experience or working knowledge of ageing and the issues facing older people in humanitarian crises
- Technology background and experience with using digital technology including digital needs assessments
- Working knowledge of MS ACCESS Database
- Working knowledge of other languages including Portuguese, French, Arabic and/or Spanish