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**Job Description – Governance and Social Accountability Adviser**

# JOB TITLE: Governance and Social Accountability Adviser

**SALARY:** £34,031 gross per annum

**LOCATION:** Global secretariat (London)

**DEPARTMENT:** Global Technical Unit (Global Impact Department)

**RESPONSIBLE TO:** Social Protection Policy Advisor

**RESPONSIBLE FOR:** Consultants and volunteers as required

**KEY RELATIONSHIPS:** Technical and project staff in HelpAge International offices and network members; head office teams including Advocacy & Ageing, Communications & Campaigns and Resource Development

**CONTRACT:** 2 years

**BACKGROUND**

HelpAge International is a global network of organisations promoting the right of all older people to lead dignified, healthy and secure lives. Our mission is to promote the wellbeing and inclusion of older women and men, and reduce poverty and discrimination in later life. Our role is to work with older women and men in low- and middle-income countries for better services and policies, and for changes in the behaviours and attitudes of individuals and societies towards older age.

Demand-side governance and social accountability have long been central to the work of the HelpAge global network. Strengthening the voice of older people is one of four goals of our Strategy to 2020 and is also key to the achievement of the other three goals relating to income security, health and care, and security. Building on a foundation of empowered and informed older people’s organisations (OPAs) HelpAge has for 15 years implemented a social accountability approach called Older Citizen Monitoring (OCM) in which older people gather evidence on delivery of services and entitlements in order to hold duty bearers to account. Evidence from this approach feeds into multi-layered processes of policy influencing, advocacy and campaigning at local, national and international levels.

With a long history of practice in this field, we have identified a need to deepen our theoretical and methodological understanding of social accountability. This relates to the broader question of how HelpAge best supports the strengthening of the voice of older people, as well as how social accountability processes advance progress on specific thematic areas (income security, health and care, and security). The current thematic focus of our learning on social accountability is how it supports improved social protection policy. HelpAge’s vision is a world where all older people receive at least an adequate minimum pension, as part of a social protection floor. Yet as it stands just one in four older people in low- and middle-income countries receive a pension, with those who do commonly encountering significant issues in terms of access and adequacy. Demand-side governance and social accountability have proven to play a key role in empowering citizens to influence improvements in implementation, design and policy formulation of pensions and other social protection policy.

To this end, HelpAge is implementing a programme in four African countries (Kenya, Mozambique, Tanzania and Uganda) funded by the German Ministry for Economic Cooperation and Development (BMZ). The project is piloting innovative approaches to social accountability in the delivery of social protection, including use of digital technology. A central ambition of the project is to extract learning to strengthen HelpAge’s own approach, and to share with other stakeholders working on issues of accountability and social protection. Some key learning themes already emerging include volunteerism/incentives, OPA/OCM governance, use of technology for social accountability and the relevance of the legislative environment, all of which would be understood with an older age perspective.

**JOB PURPOSE**

In this context, HelpAge is seeking a Governance and Social Accountability Adviser. The role has the following purpose:

1. To manage the successful implementation of the BMZ-funded project, and other future projects on social accountability
2. To provide technical support to HelpAge offices and partners on social accountability methodologies
3. To lead the process of deepening our wider social accountability approach, through learning, knowledge management and research

The role will sit within a Global Technical Unit (in the Global Impact Department) which provides strategic leadership to HelpAge and network members on our core thematic areas, and technical support to programme design and delivery, policy influencing, and monitoring, evaluation and learning.

The role will provide an exciting opportunity for an individual with proven practical experience of working on demand-side governance and social accountability to apply their knowledge to themes of older age and social protection. Both areas are of growing importance in low- and middle-income countries, but issues of governance and social accountability have gained relatively limited attention within these policy areas. The successful candidate is not expected to have existing knowledge of ageing or social protection, but will have the opportunity to build their capacity in these areas on the job.

**JOB RESPONSIBILITIES AND KEY TASKS**

**Programme management and development**

* Overall project management of existing BMZ-funded project and future projects on demand-side governance and accountability, including: annual reports, budget monitoring, donor liaison
* Lead on strengthening demand-side governance and social accountability frameworks
* Provide strategic guidance to support HelpAge’s offices, network members and partners to engage with donors
* Lead development of project proposals and review of proposals developed across the secretariat and global network particularly to ensure that opportunities for social accountability practices and mechanisms are included

**Technical support**

* Provide technical advice to HelpAge offices, network members and partners on demand-side governance and accountability, for example:
  + Supporting the development of a pilot grievance redress mechanism for a cash transfer in Mozambique
  + Supporting offices, network members and partners to strengthen their older citizen monitoring tools and method
  + Supporting the roll out of digital data collection
  + Leading the process of developing a package of training materials on social accountability for the HelpAge global network (subject to funding)
* Analyse data collected in OCM processes and package results on HelpAge’s Pension Watch website ([www.pension-watch.net](http://www.pension-watch.net)) and in written reports
* Facilitate technical working groups with HelpAge staff and global network members on themes relevant to social accountability, and participate in other working groups (social protection, health, gender, rights etc.) as necessary

**Learning, knowledge management and research**

* Lead on designing, planning and facilitating interactive learning activities (internal and external). Concrete planned activities include:
  + Facilitating learning from the project in coordination with HelpAge staff, network members, partners and older people
  + A south-south learning meeting planned for 2017 to validate and discuss learning areas and share learning on social accountability with wider stakeholders
* Develop short accessible briefs to showcase learning and impact of HelpAge’s governance and social accountability approaches
* Proactively disseminate learning on social accountability to the HelpAge global network and other external actors, including through webinars, social media (blogs, Twitter etc.) and external representation
* Manage pieces of research analysing issues relating to older age and social accountability, and to generate learning on the approaches implemented across the HelpAge global network
* Work with the Communication and Campaigns team on developing our programme offer on voice and accountability for the HelpAge global network

**PERSON SPECIFICATION**

**Essential**

* Masters-level degree in a relevant subject
* In depth understanding of concepts in demand-side governance and social accountability
* Track record of developing and implementing social accountability methodologies, including extensive field experience
* Understanding of research design, and applied experience of qualitative and quantitative research methodologies, including M&E/learning approaches
* Experience of having lived in low- and middle-income countries, and worked closely with local partners and/or country office staff
* Experience managing complex projects
* Ability to think strategically and analytically
* Excellent verbal and written communication skills: ability to put complex concepts in a concise and simple manner
* Ability to work under pressure to short deadlines in a fast paced environment
* Sensitivity and diplomacy in handling/negotiating different viewpoints and personalities
* Willingness and ability to travel overseas at short notice
* Good IT skills including all Microsoft Office applications.

**Desirable**

* Experience using digital data collection software
* Experience of using statistical packages such as STATA and SPSS
* Good level of (spoken) Portuguese, Spanish or French
* Experience of working on issues relating to social protection and ageing