

Job Title:	Humanitarian Programme Manager (Cash and Emergency Preparedness)
Salary & grade:	Grade E, £34,712 – £44,178
Location:	London with significant travel (150-200 days per year).
Department:	Humanitarian Team, Programmes Department
Responsible to:	Head of Humanitarian
Key relationships:	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.
Contract:	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 HPCs have technical sector expertise and provide technical support to ensure the quality and relevance of our humanitarian work. This position is for a Humanitarian Programme Manager with technical expertise in cash programming.

Cash programming and 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. Generating a livelihood enables an older person to survive and support him/herself with dignity and also help their families and communities do likewise.

Increasingly cash and vouchers are the response of choice for HelpAge to meet older people's humanitarian needs, when market conditions allow. Our experience shows that older people are often excluded from cash programming in the humanitarian sector because of a range of factors including age itself and misunderstanding of the role older people play in families and communities.

Older people are also often excluded from humanitarian livelihood programmes and micro-credit activities are often planned without considering the potential of older people. HelpAge therefore works to ensure that in crisis situations, older people with different levels of capacity, strength and mobility have access to income support via cash transfers.

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 cash transfers programming in emergency responses to humanitarian crises by HelpAge and its partners and to provide technical support for cash transfers and programming for older people.
3. Support the maintenance of emergency preparedness in HelpAge Country offices, HelpAge Network and our humanitarian partners
4. 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. This role may require extended periods in the field during a response, working with or rotating with other members of the Humanitarian team, for periods between 2 weeks to up to 2-3 months depending on the scale of the emergency and role in the response.

- Provide direct support to HelpAge teams and network members to ensure effective planning, management, implementation and monitoring of emergency responses in line with the emergency framework, as necessary.
- Lead on needs assessments ((1) Rapid Needs Assessment – older people and (2) 48 Hour cash and market assessment. Working with the regional humanitarian manager and the country team support the analysis of assessment data and collaborate in the development of an appropriate response the targets the specific needs of older people
- Work closely with HelpAge’s regional and country teams and partners to initiate and implement emergency responses to humanitarian crises and ensure timely and relevant response for older people
- 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 cash assistance 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 emergency cash programmes
- 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 support for older people in relevant Clusters including the global Food Security and Livelihoods Cluster 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 and cash programming
- Strengthen and build the capacity of regional and country level staff in cash programme and market assessment within HelpAge Country offices, network members and partners to enable the rapid disbursement of cash to older people in crisis
- Support the humanitarian capacity development of national humanitarian NGOs (partners or network members) including but not limited to needs assessments, accountability, CHS and other relevant standards, preparedness, security and MEL
- Support the integration of development/DRR programming (working with the technical and policy units), emergency preparedness, and humanitarian response. Building the links in our programming so that development/DRR is related/integrated with emergency preparedness and humanitarian response
- Provide on-going technical support to field teams on the development of emergency preparedness and delivery of cash programme interventions
- 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 humanitarian response and cash programmes
- Support learning and evidence gathering in HelpAge emergency cash 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

- Collaborate with HelpAge's development policy adviser on cash transfers and participate proactively in HelpAge's thematic work groups on cash
- Support the development of policies, best practice guidance, programming tools and training material, in close cooperation with the Policy team

PERSON SPECIFICATION

- Substantial experience and proven record of initiating and leading a rapid and effective humanitarian response in several recent major disasters
- Substantial experience of developing and implementing cash programmes in humanitarian contexts including conflicts and natural disasters
- Experience of a leadership role during needs assessments, data analysis and emergency response programme design.
- Good programme management and leadership skills
- Proven track record of emergency preparedness and a clear understanding of the emergency preparedness process, the challenges in getting country offices prepared and most importantly the ability to maintain a consistent level of preparedness
- Knowledge of recent innovations in cash transfers and Emergency Food security and Livelihoods (EFSL)
- Experienced in providing technical advice and support to emergency and recovery programmes, including needs assessments and analysis, programme design, monitoring and evaluation
- Experience working in networks and consortiums particularly with smaller local networks and organisations
- Experienced in building team and partner capacity including providing training
- Good knowledge with and commitment to humanitarian principles and humanitarian standards including the Core Humanitarian Standards and Sphere standards
- Experience of developing and supporting a widely dispersed learning network
- Proven ability to create and maintain external networks and working relationships with other organisations and institutions
- Documented experience in preparing annual plans and successful funding proposals
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- Strong understanding of the humanitarian coordination system, humanitarian standards and principles, and humanitarian accountability initiatives.
- Experience of the development of training resources and delivery of training and follow up technical support to field staff
- Experience of delivering effective training and capacity building workshops with southern NGOs
- Excellent demonstrable skills in advocacy, negotiation and diplomacy including the ability to change and influence policy and practice in the humanitarian sector, with a wide range of actors and audiences.
- Excellent representation and networking skills with a variety of stakeholders. Ability to build and maintain relationships with humanitarian NGOs, national organisations, government and UN Agencies.
- Proven experience in building, developing and maintaining partnerships and collaborative working relationships with operational national partners, community organisations and other actors at field operational level.
- Able to work independently but always as part of a team,
- Ability to be flexible, in adjusting work plans and priorities rapidly in response to external opportunities.
- Demonstrated ability to think strategically, to analyse complex information and offer creative, practical and effective solutions.

- Good technology background and experience with using digital technology including digital needs assessments
- Excellent written and verbal communication skills with an ability to distil large amounts of information for a variety of audiences.
- 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
- Working knowledge of MS ACCESS Database
- Working knowledge of other languages including Portuguese, French, Arabic and/or Spanish