

JOB DESCRIPTION

**JOB TITLE:** Regional Change Manager – Asia

**LOCATION:**  Chiang Mai, with frequent travel to Kathmandu and other locations in the region

**DEPARTMENT:** CEO’s office

**JOB GRADE/SALARY:** Up to £40,000 plus relocation support

**RESPONSIBLE TO:** Global Change Manager, London

**RESPONSIBLE FOR:** Management of organisational changes across the region, working closely with two Regional Directors and their management teams.

**CONTRACT LENGTH:** 6 months

**KEY RELATIONS IN LONDON:**

Global Change Manager, Roving HR Manager, Roving Finance Manager, Director of Programmes, other London-based Directors and CEO.

**KEY RELATIONS WITH OTHER REGIONS:**

Africa Regional Change Manager

**BACKGROUND**

HelpAge International is the world’s leading network of organisations working with and for older people. Founded 30 years ago, we have steadily grown our global network, which now consists of more than 115 organisations, committed to and actively engaged in advancing the rights and improving the lives of older women and men in their own countries and internationally.

As well as acting as the secretariat for our network members, HelpAge International also directly delivers an extensive portfolio of development and humanitarian programmes in lower and middle income countries, and a diverse and ambitious body of policy, advocacy and campaigning activities. We have an incredibly motivated and skilled team of staff and network members around the world – together, we are having a real impact.

As the implementation of our Strategy 2020 gathers pace, the Board and Directors team are focused on delivering an ambitious change agenda for 2016, at the centre of which is our commitment to develop an ever more networked way of working.

As part of this process, we are merging our regional offices in Chiang Mai and Kathmandu and creating a single regional hub which will be based in Chiang Mai, with a new team structure, including positions located in other countries. We will also be changing our operational presence in several countries, moving from full country offices to country representatives in order to support a more networked approach.

**PURPOSE OF THE JOB**

To provide overall management of the change process in the Asia region and support to the Regional Directors and their teams in implementing changes at regional and country levels.

**KEY RESPONSIBILITIES**

**Change Planning**

* Work with Regional Directors, Country Directors and the Global Change Manager to develop a detailed implementation plan for the change process in the region.
* Ensure any costs related to implementing changes have been budgeted at planning stage and budget holders identified.
* Track the implementation plan and ensure all staff involved in delivering different activities in the change plan are aware of the timelines, the key dependencies and their accountabilities.

Project Management

* Provide overall project management to the change process in the region and ensure plans are delivered to schedule in each country.
* Provide remote support to country teams and travel where required to provide hands on support.
* Provide flexible support to Regional Directors and Country Directors as required on different aspects of the change process, e.g. drafting job descriptions and managing recruitment processes for new positions.
* Manage the key change related meetings in the region (e.g. monthly project updates) and ensure the follow up of all agreed action points.
* Ensure progress is tracked and reported on appropriately at regional and global levels, escalating key issues and risks where appropriate.
* Provide flexible project management support to the Global Change Manager as required.

Communications

* Ensure regular communication about the progress of the change process is shared across the region.
* Develop a communication plan for the regional change process and support the development of country level communications plans where required.
* Produce appropriate communications materials such as monthly updates and presentations for internal stakeholders.
* Working with relevant staff internally, produce appropriate communications materials about the change process for external stakeholders, such as government offices, donors and HelpAge network members, and ensure senior staff are aware of key messages.

Risk Management

* Work with Regional Directors, Country Directors and other key staff internally to develop a clear risk management approach for the regional change process.
* Proactively monitor identified risks and ensure issues are resolved.
* Escalate any relevant risks or issues to the appropriate senior staff.

PERSON SPECIFICATION

The post holder will require the following competencies, skills and experience.

Essential

* Strong project management skills, preferably with demonstrable experience in the international development / humanitarian sector.
* Experience leading organisational change processes and knowledge of change management approaches.
* Skills in strategic planning and a proven ability to deliver results on deadline.
* Proven leadership skills, with the ability to motivate and bring the best out of others.
* Flair and liking for collaborative working, and ability to work effectively within a decentralised, matrix management structure.
* Proven problem solving skills and the ability to influence others to achieve successful outcomes.
* Good people management skills and the ability to solve sensitive issues decisively while respecting procedures and line management structures.
* Proven attention for detail and ability to effectively manage a high volume of data and information.
* Budget management experience and strong levels of financial literacy.
* Excellent written and verbal communication skills and the ability to handle difficult conversations with tact and diplomacy.
* Fluent written and spoken English language.
* Able and willing to travel extensively within the region.

**Desirable**

* Experience of managing the closing down of country offices or donor funded projects in the international development / humanitarian sectors.
* Knowledge and experience of working in different countries across Asia.
* Hindi / Urdu language skills.