

PARTNERSHIP COORDINATOR (National)

Location	Lviv and frequent travel to field locations. The position is open for Ukrainian citizens or those with the right to work and live in Ukraine only.
Department	Programmes, National Staff member.
Reports to (Line Manager)	Deputy Country Director - Programmes
Contract Type	Full-time, 12 months fixed term employment contract
Works with	DCD programs, programme leads, finance manager and project coordinator.

About HelpAge

HelpAge International works with partners and a diverse global network of more than 170 organizations over 90 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 localization agenda, we are evolving the way we partner and deliver value at the country and local level. In the coming 3 years, we will localize our country offices and programmes, and develop new and diverse forms of partnerships globally. We seek to give primacy to local agents for change. To this end, we will replace all programmes delivered by HelpAge staff and resources on the ground with implementation by partners. This will apply across all our work -humanitarian and long-term development. 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 the relationships at the national level to help build collaborations and support others to set their own agendas.

About the HelpAge Ukraine

HelpAge has been operating in Ukraine since 2014, establishing an office in Kyiv and providing programmatic outreach in the Eastern region. Early in the crisis, HelpAge developed a remote management approach, building on an already established model following internal restructuring of HelpAge in 2021 and the Remote Management policy developed during the COVID-19 global pandemic in 2020. HelpAge in Ukraine relocated its main office from Kyiv to Lviv in April 2022 due to the conflict. Since phase 1 planning, we are now based in 4 locations in Ukraine, with offices in Kyiv, Lviv and Dnipro, as well as HelpAge staff based in Chernivtsi. Internal coordination including regular programme coordination meetings with country colleagues takes place on a weekly basis, to enhance coordination between offices and departments. In addition to open communication channels across HelpAge, there are internal Emergency Response Team (ERT) meetings held every two weeks, involving the three countries and the response team.

About the Job

The Partnership Coordinator will work closely with Deputy Country Director - Programmes to oversee HelpAge's partner portfolio in Ukraine, including supporting partners in age-inclusion programming, tracking the progress of existing projects, ensuring timelines are met, supporting development of new partner projects and following up on grant closeout. In addition, the Partnership Coordinator will assist in the process of identifying and assessing new partners, creating support plans for partners, and following up on specific support actions with the relevant HelpAge department.

To ensure clear division of responsibilities and provide continuity for partners, each organisation will be assigned a key contact within the HelpAge programme team. As such, the Partnership Coordinator will lead on the provision of programme management support, data management & tracking and will hold the working relationship with several HelpAge partners (to be determined on an ongoing basis). The job holder will provide guidance as required and maintain oversight of these activities to ensure consistency and high standards across the HelpAge partnerships portfolio.

Key areas for impact/influence and responsibilities

Program Management Support to Partner (50%)

- Assist partners in project cycle management of HelpAge funded programmes, including ensuring workplans, phased budgets, procurement plans and benchmarks are in place for each project and assisting partner teams in putting these in place.

- Participate in and help lead project kick-off meetings with partners when new sub-grants are awarded, involving HelpAge program staff, DCD-P, Programme Leads (PL) and other departments.
- Assist partner staff with understanding HelpAge required policies and procedures as per the project agreement and best practices (procurement, financial reporting, safeguarding, etc.)
- Assist partner and programme staff to strategize ways to ensure program delivery meets targets or adjust workplans accordingly.
- With guidance from DCD and PL, ensure partner staff are aware of HelpAge/donor guidelines and policies and that these are adhered to at all times, immediately raising any suspected non-compliance with DCD-P.
- Keep track of salient partner technical, operational, finance, HR or grants issues and where necessary facilitate support from relevant HelpAge technical or operations team to ensure continuous support and involvement at all stage of the programme cycle.
- Assist partner in developing the skills for timely quality narrative and financial reporting and the submission of accurate records, as applicable to the project
- Liaise with Partnerships Finance Officer on the monitoring of actual v. projected spends, expenditure per budget lines, financial records
- Resolve issues that arise during the engagement cycle, updating the Partnerships Manager on key concerns and referring high risk or complex issues to senior decision makers

Partner Data Management and Tracking (20%)

- Maintain tracking of planned, active, and closed partner projects in electronic and hard copy, ensuring all documentation in place
- Participate in partner review and evaluation meetings.
- Participate in project and grant review meetings and actively follow up on outstanding partnership issues

Maintaining Partner Relationships (25%)

- Support programme team in identification of new partners, working in close coordination with sector and Programme Leads.
- Lead the coordination of capacity assessments for new partners
- Support partner trainings or partner capacity building initiatives
- Regularly meet with partners to get feedback on partnerships and based on this, suggest ways to improve HelpAge-partner working relationships, flagging any critical issues
- Maintain database of all potential or current partners, actively update with new information as necessary.

Other (5%)

- English speaking employees are expected to provide verbal and written translations when required.
- Assist in writing project reports.
- Other program related tasks given by direct supervisor.

Skills and experience

Required:

- At least 2 or more years of progressively responsible professional experience managing a partnership or grants portfolio in development or humanitarian context required.
- Previous experience in an emergency or conflict-afflicted setting is required
- Experience and proven ability to work effectively with national partners
- Demonstrated knowledge of donor management; experience working with GAC, BHA GFFO and other European donors preferred.
- Proven experience in project proposal development with partners
- Experience and skills in reading and reviewing financial reports.
- Proven ability to design and lead training engagements with staff and partners to enhance skills and adapt to changing program demands.
- At least intermediate level of English language skills.
- Fluent in written and spoken Ukrainian language.

Desirable:

- Experience or working knowledge of ageing and the issues facing older people in emergencies or development contexts.
- Experience of working in Ukraine.
- Fluent Russian is desirable.
- Previous work experience with International and/or Local NGOs is desirable.

Key Behavioural Competencies

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:

Competencies	Description
Working Collaboratively with Others	Work collaboratively, building mutual trust and respect, with external organizations 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

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.

How to apply

To apply for a job at HelpAge, please submit the following documents:

- A cover letter (please set out your letter using the 'Let's talk about you' criteria in the job profile as bold paragraph headings in the same order)
- Your current curriculum vitae (3 pages maximum)
- Three referees, including your most recent employer

in English to hrua@helpage.org while mentioning the name of the position that you are applying for in the subject. Please note that this position is only open for Ukrainian citizens or those with the right to work and live in Ukraine.

Attention! Applications will be reviewed on a rolling basis until the position is filled, and only shortlisted candidates will be contacted. If you do not hear from us within three weeks after the application closing date, please consider your application unsuccessful.