

RESPONSE MANAGER-SYRIA & LEBANON

Location	Lebanon or Turkey, with travel
Department	Inclusive Humanitarian Action Team (IHAT)
Reports to (Line Manager)	EMENA Humanitarian Programme Manager
Contract Type	Fixed Term, 11 months (with possible option to extend)

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 Job

We are seeking a passionate, professional and experienced candidate to support our humanitarian response in Syria and Lebanon, someone who thrives in

collaborating with others (inside HelpAge International and beyond) and who can work in agile ways and across boundaries.

The Syria-Lebanon Response Manager will be responsible for the overall management of the Humanitarian response programme in Lebanon and Syria, which will be implemented by local partners, and will work closely with the Eurasia-Middle East and North Africa Humanitarian Programme Manager. This will include program design and implementation, proposal preparation (with support from humanitarian staff), partner capacity building and support, quality assurance and monitoring, donor and stakeholder representation.

Key areas for impact/influence and responsibilities

- Develop overall programmatic response and support local implementing partners in programme start-up/scale up.
- Oversee the programme management of humanitarian partner-led response, in line with Humanitarian Inclusion Standards, in Lebanon and Syria.
- Monitor the quality of the humanitarian response, supporting implementing partners, making recommendations for change where needed to improve the impact on the lives of older people
- Work closely with the implementing partner organisations, including building their capacity, to ensure a high quality, age-friendly, inclusive, coordinated response
- Identify and develop new funding opportunities and project partnerships to build a humanitarian portfolio of work and increase the impact for older people in the response.
- Lead coordination between local implementing partners, HelpAge global teams and supporting members / donors
- With support from the EMENA HPM, lead on Monitoring, Evaluation and Learning for the response, tracking progress, sharing and utilizing related information, data, learning and evidence across the organization and externally
- Ensure security of all staff and assets and compliance with external standards and internal requirements
- Act as primary representative with host governments, other officials in charge, donors, clusters, UN agencies and other International and national NGOs
- With the HelpAge Global Communications Manager be the primary spokesperson for HelpAge International on the ground which may include various media.
- Continue to be the lead on the closure of Lebanon CO in line with localization model approved by the organization. Ensure, the CO closure plan is implemented as per the defined timelines, organizational and country law compliance requirements.
- Act as HelpAge's legal representative in country and respond to any requests for information about the office closure from the government and other stakeholders.
- Support the finance coordinator with closure of CO finances and proper

handing over of financial data to the global finance team.

Skills and experience required

You will be someone with:

- Extensive experience managing complex multi-sector programs in an acute emergency situation
- Experience managing multi donor funded projects including experience working with key emergency donors such as DEC, ECHO, Appeal funds, Trust and Foundations
- Demonstrable experience in leadership and programme management with local partners and geographically dispersed teams and in challenging humanitarian contexts
- Substantial experience in all aspects of Project Cycle Management with particular focus on proposal development, quality assurance, monitoring,
- Excellent interpersonal skills and a demonstrated ability to lead effectively in insecure environments
- An ability to represent HelpAge with traditional and non-traditional partners, donors and networks.
- Extensive knowledge of humanitarian principles, standards and human rights.
- Experienced in strengthening and supporting staff and national partner capacity
- An ability to travel, occasionally at short notice.
- Strong oral and written Arabic and English language communication skills required

Desirable

- Previous work experience in Lebanon and/or Syria or with Syrian communities (IDPs / refugees)
- Experience of working with older people and people with disabilities

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.