

Capacity Strengthening Manager – SCORE Programme

Location	Global
Department	Network Development, Global Impact Department
Reports to (Line Manager)	Senior Programme Manager - SCORE
Co-lead With	
Grade	E
Contract Type	Fixed term contract to 31 December 2028

About HelpAge

HelpAge International works with a diverse global network of around 200 organisations across 99 countries to promote the rights of older people to lead dignified, healthy and secure lives.

Through 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 as they get older. Our work is driven by our desire to achieve real impact for older people, to be inclusive, to work in partnership and to learn from our shared experience.

As countries prepare for and adapt to population ageing, we are seeking to make a difference at a critical juncture to how societies, economies and institutions adapt to this change.

Our 2030 Strategy 2030, [Ageing in a Just World](#), sets out how we will work to shape the future we all share. By working together with our partners, we aim to inspire a movement for change. By ensuring all our work promotes older people's wellbeing, dignity and voice, we seek to transform the lives of older people now and in the future.

Guided by our commitment to our values of impact, learning, partnership, and inclusion, we partner with others to bring systemic change and impact at scale. By acting as a supporter, convenor and thought leader, we want to make an impact that matters for older people and their communities.

Our organisational culture

The culture of the organisation aims to ensure:

- **Accountability for All:** Every individual and team member is responsible for their actions and decisions, ensuring alignment with organisational priorities and commitments to partners and network members.
- **Trust, Respect, and Inclusion:** We strive to create an environment where mutual trust is the foundation of all relationships, diverse perspectives are valued, and everyone feels included in decision-making processes.

- **Culture of Collaboration:** Working together across teams, network members, and partners to share knowledge, maximise impact, and drive collective success, rather than working in silos.

- **Openness and Transparency:** Ensuring open communication, clear decision-making processes and actions, and a commitment to sharing information in a way that builds trust and accountability.

- **Collective Responsibilities** Within and With Partners and Network: Recognising that achieving our mission requires shared responsibility, we promote joint ownership of decisions, initiatives, and outcomes across HelpAge and its network members and partners.

- **Staff and network** members are valued: Staff and network members are recognised, and valued and appreciated for their contributions, fostering an environment where every individual feels respected, supported, and integral to our mission, with their input and expertise recognised as vital to achieving our shared goals.

The Behavioural competencies outlined below support this culture.

About the Department

The Global Impact Team drives HelpAge International's mission to advance the wellbeing, dignity, and rights of older people, by championing locally led action and global solidarity.

- At the heart of our work is a thriving, resilient HelpAge Network—a powerful collective of national civil society actors driving change that is rooted in the priorities and experiences of older people.
- We lead the delivery of HelpAge's strategic approach to support, convene, and influence, across humanitarian and development contexts, to achieve lasting and inclusive impact.

Our goal is to ensure that:

- Older people have inclusive, improved access to secure and adequate income.
- Older people have safe and secure access to humanitarian assistance
- Older people have improved access to inclusive health, care, and support
- Services.
- Age-inclusive laws, policies and systems guarantee older people's rights across all sectors.
- A thriving locally led HelpAge Network drives collective action to uphold older people's rights, dignity, and wellbeing.

About the SCORE Programme

The *Strengthening Civil Society for Older People's Rights and Engagement* (SCORE) programme empowers civil society organisations to lead national efforts on ageing. Working across nine countries, SCORE strengthens advocacy, amplifies the voice of older people, and drives action to challenge ageism and

reduce poverty. It's about building a more inclusive, effective, and vibrant civil society where older people's rights are recognised and upheld.

About the Job

We are looking for an experienced and strategic Capacity Strengthening Manager to lead the design and implementation of the capacity development component of the SCORE programme, implemented across nine countries: Bangladesh, Ethiopia, Lebanon, Moldova, Mozambique, Myanmar, Pakistan, Tanzania, and Uganda.

This role combines programme management, technical leadership, and partnership development, with a strong emphasis on innovation, learning, and scaling impact. You will work closely with colleagues across HelpAge and our network members to strengthen civil society capacity and promote locally led, sustainable solutions.

Key areas for impact/influence and responsibilities

- Lead the development and implementation of the SCORE capacity strengthening framework, aligned with HelpAge's SHAPE approach and SCORE objectives.
- Design and deliver a structured, contextually tailored capacity strengthening curriculum using a range of modalities such as workshops, mentoring, peer learning, and digital tools.
- Work closely with partner organisations to co-create and implement capacity strengthening plans based on participatory assessments.
- Provide direct accompaniment to at least four country partners, building strong relationships and promoting a culture of shared learning, accountability, and continuous improvement.
- Coordinate HelpAge and partner staff, technical advisers, mentors, and consultants engaged in delivering capacity strengthening.
- Collaborate with programme team to develop and manage work plans, budgets, and GANTT charts, ensuring timely and quality delivery of capacity strengthening activities.
- Conduct regular monitoring visits to support implementation, address challenges, and ensure quality standards are met.
- Integrate strong MEL systems into the capacity strengthening stream, support partners to apply MEL tools, and contribute to cross-country learning, documentation, and knowledge sharing.
- Promote safeguarding principles across all capacity strengthening activities.
- Contribute to fundraising efforts by developing concept notes and proposals and exploring scaling opportunities.

- Represent HelpAge in relevant forums to build strategic partnerships, ensure alignment with broader initiatives, and avoid duplication.
- Work collaboratively across HelpAge teams especially with SHAPE Advisor to ensure capacity strengthening contributes to wider organisational goals.

Skills and experience required

Essential

- Proven experience in designing and delivering impactful capacity strengthening programmes for local and national organisations, using diverse methodologies (e.g. mentoring, peer learning, workshops, online tools).
- Demonstrable experience contributing to localisation commitments under the Grand Bargain and Charter for Change.
- Strong background in organisational development, capacity assessment, and co-creating improvement plans with partners.
- At least five years' experience in mid-level management or advisory roles within INGOs and/or UN agencies.
- Experience in partner development, accompaniment, and collaboration, including with research or academic institutions.
- Strong understanding of programme monitoring, MEL systems, and finance interpretation.
- Proven ability to work collaboratively and dependably with colleagues, fostering learning, innovation, and mutual accountability.
- Strong ability to interpret and analyse financial information to inform programme planning and decision-making.
- Excellent communication, negotiation, and representational skills; able to engage at regional and global levels.
- Willingness to travel across multiple programme countries and balance this with coordination responsibilities.

Education and Qualifications

- Formal academic certification in adult learning and development
- Degree in international development, public policy, human rights, social sciences, or a related field (or equivalent professional experience).
- A postgraduate qualification is an asset but not essential where practical experience is strong.

Values, Skills, and Ways of Working

- Ability to work across cultures, sectors, and geographies in inclusive and equitable ways.

- Excellent communication skills in English (spoken and written); additional languages used in the Global South (especially from SCORE countries) are highly desirable.
- Deep commitment to locally led development and the principles of Partner-Led Programming.
- We actively value and encourage candidates with lived experience of inequality, marginalisation, or systemic exclusion—especially related to age, gender, disability, displacement, or economic injustice.
- Familiarity with ageing, inclusion, and rights issues in Global South contexts is a key asset.

Key Behavioural Competencies

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