

Programme Officer – MEAL and Capacity Building - SCORE

Location	Global
Department	Network Development, Global Impact Department
Reports to (Line Manager)	Senior Programme Manager
Grade	C
Contract Type	Fixed term 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

The Programme Officer – MEAL and Capacity Building plays a key role in the SCORE programme. With a dual-focus, this role will work closely with the Senior Programme Manager to 1) support the development of the capacity building for CSOs in nine countries and 2) lead programme level monitoring, evaluation and learning work.

on ensuring the effective coordination and management of grants across their entire lifecycle—from proposal development to project closure. Working closely with the Partnership Manager, Programme Managers, Advisors, Finance Officers, and Supporting Members, the postholder will help ensure compliance with donor requirements, support timely and accurate reporting, and promote a partnership-led approach grounded in trust, mutual respect, and shared responsibility.

The role holder will work collaboratively with both internal stakeholders; Partnership Managers, Advisors, Grant Finance Officer, MEAL and Finance Teams and external stakeholders; Network members, Supporting members and Donors.

This role will also support HelpAge's fundraising efforts to bring in co-funding for the SCORE programme and manage internal coordination and partnerships for effective delivery.

Key areas for impact/influence and responsibilities

- Lead the development and management of the programme level monitoring and evaluation framework.
- Work with implementing partners and programme staff to finalise indicators, set baselines, and track outcomes aligned to HelpAge's Global Impact Framework.
- Provide technical support to partners to track the outcomes and collect data for campaigns, policy engagement, and fundraising.
- Lead the programme learning agenda supporting partners to develop stories of most significant change and ensure learning is shared within the HelpAge network.

3. Accountability and Participation

- Support the integration of accountability standards and feedback mechanisms across programmes and advocacy work.
- Provide guidance on participatory monitoring approaches, ensuring meaningful inclusion of older people and marginalised groups.
- Work with programme and network member teams to build inclusive, culturally appropriate feedback and response systems at community or country level.
- Collaborate with the Data and Accountability Officer to ensure feedback data is analysed and used to inform adaptive programming and advocacy refinement.

- Promote transparency, responsiveness, and power-sharing through strengthened accountability practices.

4. Organisational Learning and Knowledge Sharing • Lead and coordinate learning reviews, after-action reviews, and annual and mid-term reflection processes within and across teams.

- Document and disseminate key learning, good practices, and innovations.

- Contribute to a culture of learning by facilitating cross-organisational learning events, webinars, and communities of practice.

5. Evaluation and Evidence Generation

- Support or manage the commissioning and delivery of independent evaluations.

- Provide quality assurance on evaluation design, methodology, and deliverables.

- Ensure evaluation findings are shared and used to influence strategy, fundraising, and programme design.

6. Capacity Strengthening

- Design and deliver training and tailored support to HelpAge teams, partners, and network members on MEL and accountability.

- Develop user-friendly guidance, templates, and toolkits to strengthen MEL practices across the organisation.

- Build internal capacity for adaptive management and evidence use in decision-making.

7. Collaboration and Coordination

- Actively participate in the relevant cross-team learning and coordination platforms.

- Contribute MEL insights to fundraising, donor reporting, and strategic planning processes.

To make an impact and influence, the role holder will aim to strengthening efficient grant management and coordination, support partners in implementing and managing grants in line with HelpAge policies and donor expectations, enhance a culture of support and collaboration with partners, rooted in PLP principles and support income generation efforts by ensuring alignment with funding opportunities and programme priorities.

Below are the specific responsibilities for this role:

- Support the end-to-end management of grants in collaboration with Partnership Managers, Programme Managers, and Advisors, ensuring alignment with HelpAge's policies, systems, and strategic priorities.

- Monitor compliance with donor requirements and internal policies, providing proactive support and guidance to network members and staff to ensure high standards of grant management.

- Develop, improve, and implement tools and systems to streamline grant management processes, ensuring alignment with HelpAge's PLP approach.

- Assist in the development of funding proposals, ensuring donor compliance and budgetary considerations are integrated from the outset.

- Collaborate with the Grant Finance Officer and programme teams to ensure accurate financial planning, expenditure tracking, and timely financial reporting.

- Provide ongoing training and capacity support to HelpAge and network member staff on compliance requirements, grant management, and

processes such as consultancy contracting and establishing money handles for key technical roles.

- Coordinate with internal teams and Supporting Members to align funding opportunities with programme needs and HelpAge's strategic focus.
- Support the preparation and validation of programme-related data for IATI reporting, ensuring accuracy and consistency with donor and organisational requirements. Collaborate with Operations and IT teams responsible for Connect and the technical publishing of IATI data.
- Contribute to income generation efforts by supporting the coordination of proposal development and identifying suitable funding opportunities in close collaboration with programme and finance colleagues.
- Support the documentation and sharing of grant-related lessons learned to improve future practices and processes.

Skills and experience required

Essential

- Proven ability to manage complex cross-regional programmes.
- Strong communication, negotiation, and representational skills and ability to work at a regional level.
- Advanced experience of managing large complex budgets and developing donor reports.
- Experience in capacity strengthening for partners at different levels.
- Demonstrated experience in partner development and management.
- Experience in developing collaborative partnerships with other organisations, research/ academic institutions, etc.
- Strong skills in finance overview and interpretation of finance management information.
- Skills and proven background in programme monitoring.
- Able and willing to travel and at the same time coordinate the essential priorities for the role.

Education and Qualifications

- Qualification or training completed in MEAL.
- 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 (e.g., French, Arabic, Spanish) 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 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.