

## SENIOR HR MANAGER

<b>Location</b>	Global
<b>Department</b>	Business Support
<b>Reports to (Line Manager)</b>	Initially to Head of HR (to 31 March 26) Director of Business Support (from 1 April 26)
<b>Responsible for (Line managing)</b>	HR Business Partner
<b>Grade</b>	E
<b>Contract Type</b>	Open-ended contract

### 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 Business Support Department provides Finance, Audit, Operations, IT and HR support to the organisation, ensuring strategic advice on all these areas, that all compliance requirements are met and staff receive the support they need from the functions. It ensures robust systems, processes, and oversight that support decision-making, mitigate risk, and maintain organisational integrity and ensure organisational records and data are properly kept in ways that meet all regulatory compliance requirements.

## About the Job

---

The Senior HR Manager will initially work alongside the Head of HR to support the transition to the new organization design and implementation of the People Strategy. Once the Head of HR position ends, to be the HR lead for the organization providing strategic leadership on all people related issues.

The role holder will work collaboratively with both internal stakeholders; and external stakeholders; Network members/Partner organisations, Service providers – eg Payroll, Cascade and International HR Networks

## Key areas for impact/influence and responsibilities

- Ensure best practice people management by delivering on the People Strategy and culture change work as required
- Work closely with the People Committee of the Board of Trustees to ensure alignment on thinking and actions relating to people management
- Line manage the HR Business Partner and ensure best practice HR Management across the full employee life cycle
- Ensure Safeguarding practices and policies relating to employment are implemented and updated as needed
- Lead on the response to any Safeguarding incidents and complex employee relations cases
- Lead on the placement of staff in key locations so as to ensure we have a diverse workforce and that we are working amidst our Network/Partners
- Ensure that relationships with key Network Members and partners are professional, supportive and reflect our values.
- Ensure continuous improvement in people management by reviewing and developing new policies and practices
- Manage the HR team budget

## Skills and experience required

---

- Previous experience as a Senior HR professional within an international environment
- Experience of providing strategic HR advice to a senior leadership team and Board of Trustees
- Experience of ensuring that HR provides excellent service across the employee life cycle
- Strong understanding of Safeguarding of staff, volunteers and trustees
- Experience of managing complex safeguarding and employee relations cases
- Line management experience
- Excellent interpersonal and influencing skills
- Ability to solve problems and find creative solutions
- Demonstrated understanding of and a commitment to the principles of Partner Led Programming is essential

## 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.