

## DATA & ACCOUNTABILITY OFFICER

<b>Location</b>	Global
<b>Department</b>	Global Impact
<b>Reports to (Line Manager)</b>	Global Impact Officer
<b>Grade</b>	C
<b>Contract Type</b>	Open-ended contract

### About HelpAge

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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

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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

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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 Job

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The Data and Accountability Officer plays a critical role in supporting HelpAge's commitment to data-driven decision-making, transparency, and organisational

learning. The postholder will lead the day-to-day management of the Digital MEAL System (DMS), support global data collection and collation processes, and ensure the quality, integrity, and consistency of data across all areas of work. They will also contribute to building a culture of accountability by supporting feedback mechanisms and ensuring that data is used effectively to inform programming, advocacy, and organisational learning.

The role holder will work collaboratively with both internal stakeholders; Global Impact Advisor (line manager), Programme and Advocacy Teams, Communications, Fundraising, and Regional Network Teams, IT and Systems Support Team and external stakeholders; Network Members, Donors (as required), External consultants and technical partners (e.g., MEAL tool providers).

## **Key areas for impact/influence and responsibilities**

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To make an impact and influence, the role holder will aim to ensure timely, accurate, and harmonised data management across different teams through effective oversight of the Digital MEAL System (DMS), enhance the consistency and reliability of data collection and reporting processes to support high-quality analysis and evidence-based decision-making, contribute to the design and implementation of feedback and accountability mechanisms that centre voices of older people and reinforce transparency and responsiveness, support the generation and dissemination of insights, case studies, and learning materials to promote continuous improvement across the organisation and the global network and provide accurate, well-presented data to inform HelpAge's Annual Report, Learning Report, and donor communications, contributing to the organisation's credibility and strategic positioning.

*Below are the specific responsibilities of this role:*

### **1. Data Systems Management**

- Administer and maintain the Digital MEAL System (DMS) and HelpAge CONNECT platform, ensuring data is up to date, accurate, and accessible.
- Coordinate global data submissions and updates, ensuring accuracy and accessibility across teams, in close collaboration with the Operations and IT support teams.
- Work with IT and technical teams to troubleshoot DMS and CONNECT related issues and contribute to system updates or improvements.

### **2. Data Collection and Quality Assurance**

- Lead scheduled data collection cycles, working closely with programme and network members.
- Conduct data validation, cleaning, and quality assurance checks across datasets.
- Maintain alignment with HelpAge's Global Impact Framework.

### **3. Reporting and Visualisation**

- Collate and visualise data for key organisational outputs, including the Annual Report and Learning Report.
- Create dashboards and analytics reports for internal use and external communications.
- Support the Global Impact Advisor in analysing trends and performance across programmes and strategic priorities.

#### **4. Accountability and Feedback**

- Manage the day-to-day operation of HelpAge's digital feedback and accountability tools, including the DMS and CONNECT systems.
- Ensure feedback and complaints are logged, tracked, and addressed in a timely and transparent manner by the relevant teams.
- Maintain accurate records of feedback trends and support regular reporting to inform programme and organisational learning.
- Collaborate with the MEAL Officer and relevant teams to ensure system-generated insights contribute to continuous improvement.
- Support HelpAge's commitment to accountability by reinforcing clear, accessible, and responsive feedback channels for stakeholders and older people.
- Champion accountability practices internally and with network members.

#### **5. Capacity Strengthening**

- Provide technical support and training to staff and network members on data management, reporting standards, and accountability practices.
- Assist teams and network members in the collection and reporting of monitoring data, ensuring alignment with HelpAge's Impact Framework.
- Maintain a central repository of MEAL tools, guidance, and learning resources.
- Support documentation of case studies, lessons learned, and good practices based on data analysis.
- Contribute to learning sessions and working groups to share evidence-based insights.

### **Skills and experience required**

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#### **Essential:**

- Proven of experience in data management, MEAL, or information systems.
- Strong technical knowledge of data platforms (e.g., Power BI, DHIS2, Kobo, Excel).
- Demonstrated experience in data quality assurance and validation.
- Familiarity with accountability and community feedback principles.

- Experience with global or networked civil society organisations.
- Understanding of humanitarian or development programming.
- Experience working with networks, alliances, or consortiums.
- Fluency in one or more languages relevant to HelpAge’s regional presence (e.g., Spanish, Arabic).
- Excellent understanding of accountability and community feedback principles.
- Excellent communication and facilitation skills.
- Flexibility to work across different time zones.
- 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

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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.