

Executive Associate – Director of Global Impact

Location	UK
Department	Global Impact
Reports to (Line Manager)	Director of Global Impact
Grade	A
Contract Type	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 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

The Executive Associate will provide high-level administrative, coordination, and strategic support to the Director of Global Impact. This is a part-time role, focused on enabling the Director's work, managing engagements, and supporting key initiatives, including external communications and outreach.

Key areas for impact/influence and responsibilities

Below are the specific responsibilities for this role:

Key Responsibilities

- Manage the Director's diary, schedule meetings, and coordinate appointments.
- Organise logistics for internal and external meetings, including preparing agendas and materials.
- Conduct research to inform the Director's decision-making and strategic planning.
- Draft correspondence, briefing notes, reports, and presentations.
- Track action points and follow-ups from meetings.
- Coordinate cross-team inputs for strategic initiatives or reports, ensuring deadlines and quality.
- Support budget tracking and expense processing related to the Director's activities.
- Maintain filing systems and manage key documents.
- Liaise with external stakeholders and partners professionally on behalf of the Director.
- Attend the office as required and provide support for logistics and coordination of in-person meetings.
- Support communications and engagement activities as required.

Skills and experience required

- Strong organisational and time management skills.
- Excellent interpersonal skills and ability to work collaboratively in cross-cultural environments.
- Strong negotiation and diplomacy skills to manage competing deadlines with busy colleagues, ensuring clarity while maintaining professionalism and compliance.
- Discretion and confidentiality in handling sensitive information.
- Ability to work independently and collaboratively within diverse teams.
- Cultural sensitivity and respect for diversity.

Qualifications

- Relevant diploma or degree in Business Administration, International Development, Social Sciences, or a related field preferred.
- Equivalent experience will be considered.

Other Requirements

- Willingness to work across time zones.
- Fluency in English; proficiency in one of the HelpAge regional languages is desirable.
- Understanding of international development, human rights, or ageing sectors is an advantage.

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.