

NETWORK DEVELOPMENT ASSOCIATE

Location	Latin America and the Caribbean
Department	Network Development
Reports to (Line Manager)	Network Platform Manager
Grade	A
Contract Type	Open-ended contract
Location	Latin America and the Caribbean

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.
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The Behavioural competencies outlined below support this culture

About the Portfolio / 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

Working as a team, under the leadership of the Network Platform Manager, the Network Development Associate will support effective coordination, engagement, and communication across the five regions of the HelpAge Global Network, working closely with Regional Network Advisers and colleagues from across the organisation.

Experience of working in Latin America and the Caribbean and with knowledge of regional languages, the post holder will contribute to strengthening member relationships, facilitating knowledge exchange, advancing localisation efforts, and amplifying member voices in line with HelpAge's strategic commitments

Key areas for impact/influence and responsibilities

Below are the specific responsibilities for this role:

Network Engagement and Communication Support

- Support strengthened communication and coordination between HelpAge and its network members, working closely with the Network Platform Manager, Regional Advisers and Global Advocacy Advisers
- Support and facilitate knowledge sharing, collaboration, and peer learning across the network.
- Support the Network Platform Manager to curate, maintain, and update the HelpAge Platform, including by providing administrative and back-end support, providing first-line support to members on HelpAge Platform Access and login issues.
- Help organise thematic sessions, peer learning events, webinars, and cross-network knowledge exchanges.
- Maintain and update regional social media channels, as well as the dedicated global HelpAge homepage for LAC.
- Develop monthly digital newsletters and another comms content, sharing this content with a broad audience of NMs and regional stakeholders.
- Support the sourcing of communications content to highlight network members' impact and encourage their participation in global communications campaigns.
- Collect case studies, materials and required information from network members, partners and programmes in the Region.
- Strengthening the Network through producing communications material according to the regional context with relevant information, visibilising NMs work in the region and ensuring their involvement in content production.
- Facilitate assertive communication within members and partners across the region and the organization.
- Outward communication beyond the region to the rest of the HelpAge network.

Administrative and Coordination Support

- Support member applications, partnership assessments, onboarding and coordination of member inductions.
- Provide administrative and coordination support to localisation and capacity-strengthening initiatives across all regions including assisting in mapping member capacities, strengths and localisation journeys.
- Ensure up to date information on members and member engagements is recorded on HelpAge Connect and maintain up to date mailing lists.
- Support Regional Adviser and Global Advocacy Advisers with logistics and coordination support for regional events including the arrangement of workshops, meetings and seminars.
- Support translations required for communications or other areas of work.

- Support internal communication flows between Regional Advisors, Platform Manager, and HelpAge technical teams.
- Collate network feedback and engagement metrics to inform continuous improvement efforts.

Skills and experience required

- Experience in network coordination, member engagement, or administrative support, ideally in international development or civil society contexts including calendar management.
- Writing skills with the ability to produce concise, clear, and well-structured documents.
- IT skills and any familiarity with digital collaboration tools and platforms would be desirable.
- Must be fluent in Spanish and English (Written and spoken)
- Understanding of international development, human rights, or ageing sectors is an advantage.
- Ability to work effectively under pressure and manage competing priorities. Skills and Competencies
- Strong organisational and time management skills.
- Good interpersonal skills and ability to work collaboratively in cross-cultural, multi-stakeholder environments.
- Experience in supporting online events, webinars, and knowledge-sharing initiatives.
- Experience in creating Newsletters and managing Social Media.
- Proficient at writing news articles and updates in Spanish.
- Experience using Canva, WordPress and MailChimp is desirable.
- Basic design and editing skills are desirable.
- Ability to provide user support and troubleshoot basic platform issues.
- 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 Communications, International Development or Social Sciences.
- Equivalent work experience will be considered.

Other Requirements

- Flexibility to work across different time zones.

Key Behavioural Competencies

At HelpAge International, we believe in the importance of empowering our people to be change makers and leaders at all levels. We expect our people to embrace and live our values, challenging themselves every day to identify issues that are most important to older persons and their communities, and to make an impact that matters.

In addition, as an HelpAge employee you are expected to:

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.