

Network Development Associate-Africa

Department: Global Impact - Network Development

Location: Candidates can be based in any country where they have the legal right to live and work, and where HelpAge is able to employ and pay them legally.

We are actively seeking candidates based in Africa.

Contract type: Open Ended Contract

Reporting lines: Network Platform Manager

Closing date: 03/02/2026

The Opportunity

We are looking for a Network Development Associate based in Africa to strengthen engagement, communication, and coordination across the HelpAge Global Network. The role will support the Network Platform Manager, regional advisers and Thematic advisers to build strong member relationships, enhance knowledge sharing, and amplify member voices particularly across Africa but also across all five regions.

About you

You are a motivated, organized, and relationship focused professional with experience in network coordination, communications, and member engagement. You thrive in multicultural environments, are fluent in English, and enjoy enabling collaboration, peer learning, and shared action. You are digitally confident, adaptable, and committed to promoting inclusive, locally led development.

About the team

The Global Impact Team, within which this role sits 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 as stipulated in the [2030 strategy](#) 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.

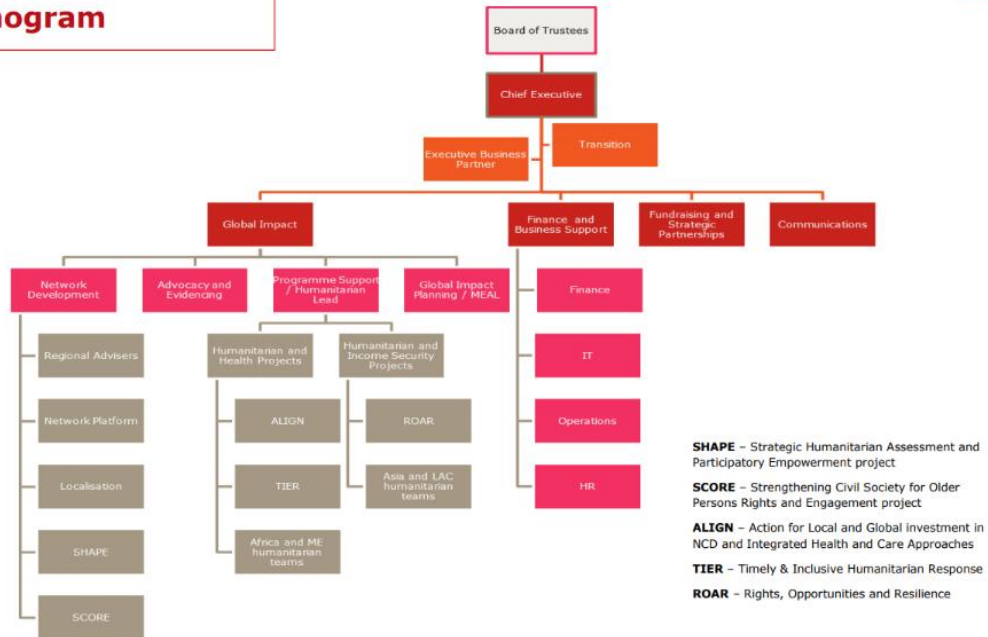
Within the Global Impact Team, there are four key sub-teams: the Network Development Team, Advocacy and Evidencing Team, Programme Support Team, and Global Impact Planning/MEAL Team.

The Development Associate role sits within the Network Development Team, which:

- Strengthens and connects the HelpAge Global Network by acting as an enabler, connector, and coordinator. It builds effective communication and coordination channels between HelpAge and network members, as well as among members themselves. The team curates and manages the Network Platform and facilitates knowledge-sharing through thematic sessions, webinars, newsletters, and peer-learning opportunities, ensuring that member voices are amplified and well represented.
- The team also maintains accurate member data and mailing lists; supports member applications, onboarding, and induction; provides first-line platform and user support; and gathers feedback and engagement metrics to drive continuous improvement.
- Working through Regional Advisers and other HelpAge colleagues, the team coordinates regional convenings, advances localisation and capacity-strengthening efforts, and supports alignment of member collaboration with HelpAge’s Strategy 2030.
- Overall, the team’s identity and practice emphasise reliability, credibility, solidarity, and responsiveness positioning it to accompany members through change and to foster a coherent, member-led network that delivers greater collective impact.

(See a snapshot of the organogram below)

HelpAge International Organogram



What you will do

Network Engagement and support to the Network Platform (50%)

- Strengthen communication and coordination between HelpAge and the network members, working with the Network Platform Manager, Regional Advisers, and thematic Advisers.
- Support and facilitate knowledge sharing, collaboration, and peer learning across the network.
- Support the curation, management and updating of the HelpAge Platform, providing administrative backend support and Firstline user support.
- Help organize thematic sessions, webinars, peer learning events, and cross-network exchanges.
- Support in the Development of newsletters and additional communications content for network members and stakeholders.
- Support member applications, onboarding, and induction processes.
- Maintain accurate member information and mailing lists on HelpAge CONNECT and SharePoint.
- Coordinate the Network Development Team Meetings

Administrative and Coordination Support for the Regional Adviser (20%)

- Provide coordination support for the regional adviser and capacity-strengthening efforts, including mapping member capacities.
- Support Regional Advisers with logistical and coordination support for regional workshops, meetings, and seminars.
- Support translations for communications and other collaborative tasks.
- Strengthen internal communication flows between Regional Advisers, Network Platform Manager, and technical teams.
- Gather feedback and engagement metrics to support continuous improvement.

Communication Support (15%)

- Support the sourcing and development of communications materials showcasing Africa network members' work and engagement in global campaigns.
- Maintain and update Africa Regional social media channels in coordination with the communication Team and the regional Africa.
- Collect case studies, stories, and materials from members, partners, and programme teams in the Africa region.
- Produce regionally contextualized communications materials that highlight member impact and encourage their involvement.
- Facilitate effective communication flows within and across regions and

outward to the broader global network.

Thematic Support (15%)

- Support Thematic Advisers with logistical and coordination support for regional workshops, meetings, and seminars.
- Coordinate with Network Members in the region to gather content/information for thematic learning sessions.
- Support Membership engagement with the learning thematic learning groups (agenda planning, follow-up notes and reminders)
- Coordinate thematic campaigns or awareness days with advisers and members

Let's talk about your skills and experience

- Experience in network coordination, member engagement, and administrative support; ideally in international development, civil society, or humanitarian settings.
- Good IT skills and familiarity with digital collaboration tools and data visualization tools
- Strong written communication skills with the ability to produce clear, concise documents.
- Experience supporting online events, webinars, and knowledge-sharing processes.
- Basic design and editing skills; familiarity with Canva, WordPress and Mailchimp is desirable.
- Experience producing newsletters and managing social media channels.
- Ability to write news updates and articles in English.
- Ability to troubleshoot basic platform or login issues.
- Fluency in English (written and spoken).
- Ability to manage competing priorities and work under pressure.
- Strong organizational and time-management skills.
- Good interpersonal skills and experience working in cross-cultural settings.
- High level of discretion when handling sensitive information.
- Ability to work both independently and collaboratively.
- Cultural sensitivity and respect for diversity.

What do we offer

- A collaborative, inclusive and multicultural working environment, bringing

together colleagues from diverse countries, backgrounds and disciplines

- A people-centred way of working, with an emphasis on collaboration, respect and accountability
- A high degree of autonomy, with space for initiative, learning and continuous improvement
- A fully **remote job** with **flexible working arrangements**, ensuring life-work balance.
- An open-ended contract in line with organisational needs
- A **gross annual salary** of GBP 23,460 **adjusted to the Cost of Living in your location**
- A benefits package aligned with local arrangements, including leave entitlements and statutory benefits, complemented by organisation-wide initiatives such as **Well-being Fridays** or Thursdays (depending on location), **birthday leave**, and access to an **Employee Assistance Programme**, continuous learning and development.

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.