IT AND OPERATIONS MANAGER

Location	Global
Department	Business Support
Reports to (Line Manager)	Director of Finance and Business Support
Responsible for(Line managing)	- IT Officer - Operations Officer
Grade	E
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 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 Head of Operations & IT plays a senior leadership role within the Business Support Department, providing strategic oversight of global operations and IT services to enable HelpAge International to deliver its 2030 Strategy, Ageing in a Just World.

The role is responsible for leading the development and delivery of operational and IT services that support evolving ways of working, partner-led programming, and the localisation agenda. The post holder ensures robust systems, processes,

risk management, and compliance across operations, IT, and cybersecurity, and works collaboratively across the organisation to support effective service delivery, decision-making, and organisational resilience.

Key areas for impact/influence and responsibilities

To make an impact and influence, the role holder will:

Strategic Operations & IT Leadership
- Lead the development and delivery of the annual Operations & IT plan, budget, and reporting.
- Provide oversight of operational performance through Business Intelligence (BI), KPIs, and regular analysis.
- Manage the Operations & IT risk register, including operational, IT, and cybersecurity risks and incidents.

Operational Systems, Policies, and Services
- Lead and support the delivery of policies, processes, and tools across key operational areas, including contract and partnership management, data protection, environment, systems, and cybersecurity.
- Provide operational advice and support to Global Teams and clusters in London and overseas.
- Support localisation processes, including country office operations and office closures as required.

IT Strategy and Digital Enablement
- Lead the organisation's IT roadmap and delivery of key IT projects and digital tools.
- Ensure appropriate cybersecurity measures are in place and lead the management of cyber incidents.
- Ensure staff are equipped for safe and effective remote working, in collaboration with HR and Operations.

People Management and Collaboration
- Line manage Operations & IT staff and coordinate communities of practice across operational areas.
- Work closely with Business Partners, Global Impact, and Business Development teams to manage operational risks and strengthen partnership and contract management.
- Manage the Operations & IT budget and ensure efficient use of resources.

Skills and experience required

The successful candidate will bring:
- Experience managing projects and task groups to improve operational practice and processes.
- Strong analytical skills, including data analysis, reporting, and identification of trends.
- Knowledge of best practice across multiple operational areas such as partnership and contract management, data protection, security, environment, and IT.
- Experience delivering training and providing operational and IT support in an international organisation, both remotely and in person.

- Ability to provide efficient, responsive operational and administrative support within a changing organisational context.
- Strong collaboration skills and ability to work across teams, functions, and with external partners.
- Alignment with HelpAge values: impact, learning, partnership, and inclusion.

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.

Factor Mapping

Factor	Reference for factor justification
Organizational knowledge	Requires detailed understanding of how multiple work groups integrate to deliver organisational objectives.
Knowledge and expertise	Applies professional expertise and provides directional IT and Operations advice
Analytical thinking and problem solving	Analyses and interprets complex information to strengthen systems and anticipate risks
Planning and organizing	Plans and organises the IT and Operations function, annual cycles, and medium-term IT and Operations strategy.
Working relationships	Promotes extensive collaboration across teams and engages with senior leaders and partners
Communicaition skills	Presents specialist IT and operations information and supports decision-making through clear communication
Team contribution and people management	Leads and manages a small IT and Operations team, setting objectives and overseeing performance
Managing resources	Holds responsibility for IT and Operations resources, budgets,

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.