

MEAL OFFICER

Location	Ethiopia, India, Italy, Jordan, Kenya (as long as HelpAge International holds the registration in this country), Nepal, Pakistan, Spain, Tanzania, Thailand, Turkey, United Kingdom and Zimbabwe
Department	Global Impact
Reports to (Line Manager)	Global Impact Advisor
Grade	C
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 MEAL Officer plays a critical role in enhancing the quality, effectiveness, and

accountability of HelpAge's global programmes, advocacy efforts, and organizational performance. This role coordinates and provides technical input into the design and implementation of monitoring and evaluation (M&E) frameworks, supports learning processes, and provides technical advice to teams and Network Members.

The postholder will work collaboratively across teams and Impact Vehicles to coordinate performance measurement, evaluations, rapid needs assessments and key planning and reporting processes, ensuring that HelpAge's programmes and influencing initiatives are grounded in evidence, informed by the voices of older people, and contribute to a strong culture of learning, transparency, and continuous improvement.

Key areas for impact/influence and responsibilities

Organisational Performance and Monitoring and Evaluation Frameworks

- Coordinate and provide technical input into the development and implementation of robust M&E frameworks and tools for global programmes, advocacy initiatives, and Impact Vehicles.
- Support Impact Vehicle, cross-functional, and programmes teams in defining indicators, setting baselines, and tracking outcomes aligned to HelpAge's Global Impact Framework.
- Coordinate the development and review of results frameworks, logframes, indicators, baselines, and targets across teams and Impact Vehicles.
- Lead the identification and development of appropriate data sources, data-collection methodologies and evidence requirements for organisational and Impact Vehicle indicators and targets.
- Act as the organisational focal point for standardising KPI measurement across all Impact Vehicles, establishing and maintaining consistent indicator definitions, measurement tools, evidence requirements and reporting approaches, subject to final technical sign-off by the Global Impact Adviser. Coordinate organisation-wide Impact Vehicle performance tracking, working with relevant teams to ensure the timely and consistent collection, analysis and reporting of results.
- Coordinate and undertake the drafting and revision of organisational MEAL policies, procedures, standards and guidance.

Technical MEL Support for Global Impact Team

- Provide advanced technical MEAL advice, support, and quality assurance across HelpAge's global programme portfolio, working with programme teams and Network Members throughout proposal development, programme design, implementation, monitoring, reporting and learning.
- Provide technical support to advocacy teams to track and measure the outcomes and influence of campaigns, policy engagement, and strategic partnerships.

- Develop and apply methodologies and tools for monitoring policy change, stakeholder influence, and advocacy impact.

Accountability and Participation

- Provide guidance on participatory monitoring approaches, ensuring meaningful inclusion of older people and marginalised groups.
- Work with programme and network member teams to build inclusive, culturally appropriate feedback and response systems at community or country level.
- Collaborate with the Data and Accountability Officer to ensure feedback data is analysed and used to inform adaptive programming and advocacy refinement.
- Promote transparency, responsiveness, and power-sharing through strengthened accountability practices.

Organisational Learning and Knowledge Sharing

- Coordinate learning reviews, after-action reviews, and annual and mid-term reflection processes within and across teams.
- Document and disseminate key learning, good practices, and innovations.
- Facilitate cross-organisational learning events, webinars, and communities of practice.

Rapid Needs Assessments

- Act as HelpAge's technical focal point for rapid needs assessments, establishing and maintaining organisational methodologies, tools, standards and guidance. Advise and coordinate teams undertaking rapid needs assessments, determining appropriate sampling approaches, data-collection methods, questionnaire design, analytical process, and quality-assurance requirements
- Undertake the coordination and final technical quality assurance of rapid needs assessment reports, including establishing requirements and timelines, coordinating and consolidating inputs from colleagues, and ensuring that findings and recommendations are methodologically robust, supported by the available evidence and suitable for organisational or external use.

Evaluation and Evidence Generation

- Act as a technical focal point for evaluations of short-term projects, advising teams on appropriate evaluation approaches, methodology and design, and coordinating evaluations as required, with overall organisational technical oversight remaining with the Global Impact Adviser.
- Provide technical quality assurance on evaluation design, methodology, findings, and deliverables.
- Support the development of evaluation terms of reference and methodologies, and support the process, from inception, data

collection, analysis and delivery.

- Coordinate the dissemination of evaluation findings across the organisation, and support teams to use findings to influence strategy, fundraising, and programme design. Capacity Strengthening
- Design and deliver training and tailored support to HelpAge teams, partners, and network members on MEL and accountability.
- Develop user-friendly guidance, templates, and toolkits to strengthen MEL practices across the organisation.
- Build internal capacity for adaptive management and evidence use in decision-making.

Planning, Reporting, and Coordination

- Support the Global Impact Adviser by coordinating key components of HelpAge's annual business planning, organisational and donor reporting cycles, including coordinating and reviewing inputs from teams across functions and regions.
- Work closely with the Global Impact Advisor and Data and Accountability Officer to ensure effective data use and alignment of organizational planning and reporting, systems, data use, and frameworks.
- Actively participate in the relevant cross-team learning and coordination platforms.
- Contribute MEL insights to fundraising, donor reporting, and strategic planning processes.

Skills and experience required

Essential

- Significant experience in Monitoring, Evaluation, Accountability and Learning in international development, humanitarian, or advocacy-focused organisations.
- Advanced knowledge of MEAL principles, demonstrated by experience designing M&E frameworks, theories of change, indicators, and MEL plans.
- Strong technical skills in both quantitative and qualitative data collection and analysis.
- Experience applying MEL in advocacy, campaigning, or policy-influencing settings.
- Experience coordinating donor or organisational reporting and translating complex programme and performance information into clear, evidence-based narratives.
- Experience coordinating organisation-wide or multi-team planning, performance measurement or reporting processes, including setting

requirements, managing inputs and challenging incomplete or poor-quality submissions.

- Knowledge of accountability principles and practical experience with feedback, complaints, and response mechanisms.
- Strong facilitation skills and experience designing and delivering MEAL training and learning events.
- Ability to communicate technical information clearly to non-specialist audiences.
- Proven ability to work collaboratively across diverse teams and cultural contexts.
- Familiarity with digital data collection and analysis tools (e.g., Power BI, Kobo Toolbox, DHIS2, Excel).
- Demonstrated experience coordinating rapid needs assessments in humanitarian contexts, including developing methodologies and tools, directing technical inputs, addressing data-quality and analytical issues, coordinating report production, and providing final technical quality assurance.
- Excellent written and spoken English, including the ability to produce and quality assure high-quality organisational and donor reports.
- Flexibility to work across different time zones.
- Demonstrated understanding of and a commitment to the principles of Partner Led Programming is essential.

Desirable

- Excellent communication skills in English (spoken and written); Fluency in one or more additional languages used in the Global South (e.g., Spanish, French, Arabic) are highly desirable.
- Ability to work across cultures, sectors, and geographies in inclusive and equitable ways.
- Knowledge of ageing, disability, inclusion, humanitarian inclusion, or rights-based programming.

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.

How to apply

Qualified and experienced candidates are encouraged to review the full Job Description and submit their **Cover Letter and CV** to Jobs@helpage.org no later than **Tuesday, 13 October 2026**.

Applicants must have the legal right to live and work in the stated locations. Please note that only shortlisted candidates will be contacted.