NETWORK DEVELOPMENT ASSOCIATE-ASIA PACIFIC

Location	Nepal, Pakistan and Thailand
Department	Global Impact - Network Development
Reports to (Line Manager)	Network Platform Manager
Responsible for(Line managing)	N/A
Grade	Grade A or an equivalent based on the country of hire
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, 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 Global Network - a powerful collective of 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 Organisational Performance and MEAL team.

The Network Development Associate role sits within the Network Platform 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 Digital Portal 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 network member data and mailing lists; supports member applications, onboarding, and induction; provides first-line portal and user support; and gathers feedback and engagement metrics to drive continuous improvement.
- Working alongside 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 to foster a coherent, member-led network that delivers greater collective impact.

About the Job

The Network Development Associate based in the Asia Pacific region will play a key role in strengthening engagement, communication, and coordination across the HelpAge Global Network. This is an exciting opportunity to support a growing and strategically important area of work that helps connect members, amplify their voices, and enable collaboration across regions.

The postholder will work closely with the Network Platform Manager, Asia Pacific Regional Adviser and Thematic Advisers to support member engagement, knowledge sharing, and the effective functioning of the HelpAge Digital Portal. The role will help build stronger relationships across the network, improve information flows, and contribute to more connected, visible and collaborative ways of working, particularly across Asia Pacific and within the wider global network.

Key areas for impact/influence and responsibilities

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

- Working with the Network Platform Team, strengthen communication and coordination between HelpAge and network members, particularly across Asia Pacific, alongside the Regional Adviser and Thematic Advisers.
- Support and facilitate knowledge sharing, collaboration and peer learning across the network.
- Support the curation, management and updating of the HelpAge digital portal, providing administrative backend support and firstline user support.
- Help organize and facilitate regional convenings, thematic sessions, webinars, peer learning events, and cross-network exchanges.
- Support in the development of newsletters and additional communications content for network members and other stakeholders.
- Support member applications, onboarding, and induction processes.
- Maintain and frequently update overall documentation including, accurate member information and mailing lists on HelpAge CONNECT (Hosted by salesforce) and SharePoint.
- Support the coordination of Network Development Team meetings and provide other administrative support to the Regional Advisor and Network Development Team as needed.
- Support in tracking engagement and participation trends across the membership.

Regional Network Engagement, Communications and Administrative Support for the Regional Adviser, Asia Pacific (50%)

- Support communication and engagement with potential and existing network members across the region, helping maintain strong information flows between members, the Regional Adviser and cross organisational teams and the wider network.
- Participate in meetings and discussions with network members in the region, document meeting proceedings, provide logistical and administrative support for regional meetings, webinars, learning events and member engagements.
- Prepare and disseminate agendas, invitations, briefing materials and meeting notes, and maintain agreed records and documentation.
- Support communications, member liaison and event administration for regional initiatives, including Conferences.
- Collect and maintain member engagement data, feedback and participation information to support reporting, learning and continuous improvement.
- Coordinate translation and interpretation arrangements for regional communications and events where needed.
- Gather stories, case studies and learning content from network members and partners across the region
- Develop communications and visibility materials that strengthen member engagement and showcase network impact across the region, including ensuring up-to-date information in digital and website platforms.
- Maintain regional communications channels including social media pages and support knowledge sharing within the region and across the wider HelpAge network.

- Monitor and compile relevant national and regional developments to support the Asia Pacific Regional Adviser's planning and reporting activities, and assist with the implementation of the regional communications and knowledge management plan.
- Share relevant funding opportunities with network members and maintain follow-up records, keeping the Regional Adviser and relevant colleagues informed.

Skills and experience required

- At least 3–5 years of Experience supporting network coordination, member engagement, communications and administrative activities, ideally in international development, civil society, humanitarian or multi-stakeholder environments.
- Experience in supporting logistical planning and coordination of sub-regional, regional and global meetings, workshops, webinars, learning events and strategic convenings.
- Good IT skills and familiarity with digital collaboration, communication and data visualization tools.
- Strong written communication skills with the ability to produce clear, concise documents, including meeting minutes and action points.
- Experience supporting online events, webinars, virtual meetings and knowledge-sharing processes.
- Basic design and editing skills; familiarity with Canva, WordPress and Mailchimp is desirable.
- Experience producing and supporting newsletters, digital communications and managing social media channels.
- Ability to draft and edit news updates, communication content and articles in English.
- Ability to troubleshoot basic digital platforms, connectivity or login issues during online meetings and events.
- Fluency in English (written and spoken). Proficiency in at least one relevant regional language is essential, depending on the location of the role. Additional languages spoken within the region will be considered an asset.
- Ability to manage competing priorities, work under pressure and meet deadlines.
- 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.

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.

Policies and Code of Conduct

As a HelpAge International employee, you are expected to comply with all organisational policies and standards, and to conduct yourself in a manner consistent with our values at all times.

This includes, but is not limited to:

- Code of Conduct
- Safeguarding Policy and Prevention of Sexual Exploitation and Abuse (PSEA)
- Anti-Fraud and Bribery Policy
- Anti-Bullying, Harassment and Sexual Harassment Policy
- Diversity, Equity and Inclusion Policy
- Raising a Concern (Whistleblowing) Policy
- Social Media Policy

All staff are required to familiarise themselves with these policies, complete any mandatory training, and adhere to them throughout their employment with HelpAge International.

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

Interested and qualified candidates are encouraged to review the details of the Job Description and submit their CV &Cover Letter only to **jobs@helpage.org** not later than **Sunday, 22 November 2026**. Applications will be reviewed on a rolling basis until the role is successfully filled.

Note: Candidates must have the legal right to work and live in the countries identified in the location section above. Only shortlisted candidates will be contacted.