

DIRECTOR OF HR and ADMINISTRATION

TEAM/PROGRAMME: Human Resources

LOCATION: Hanoi

GRADE: I

POST TYPE: Regular

Child Safeguarding:

Level I: The role holder will not have contact with children and/or young people, or access to personal data about children or young people, as part of their work; therefore, a police check will not be mandatory unless the content or location of the role changes, in which case the Child Safeguarding level will be reviewed.

ROLE PURPOSE:

The Director of HR and Administration shares in the overall responsibility for the direction and coordination of the Country Office. The Director in his/her capacity is responsible for human resource management, HR development, HRIS, compensation, adult safeguarding, staff well-being and Country Office Administration. The Director ensures that SCI's core values are upheld in staff's daily work. S/he will also be responsible for ensuring that the SCI essential standards and quality framework are being met for HR. The Director ensures productive relationship with government agencies and responsible to provide support to SCI' staff and partners in implementing the Govt. laws.

In the event of a major humanitarian emergency, the role holder will be expected to work outside the normal role profile and be able to vary working hours accordingly.

SCOPE OF ROLE:

Reports to: Country Director

Staff reporting to this post: 4-6 staff directly reporting to the post

Direct: national HR and Admin Staff

Indirect: Area/Field and Project HR and Admin staff

Budget Responsibilities: Overall budget holder for HR and Administration

Role Dimensions: The role holder will ensure the provision of quality HR and Admin services to a team of approximately 150 staff across 5 offices (Hanoi, Da Nang, HCMC, Hai Phong and Lao Cai). The role holder is expected to work as a business partner to the Country Director and SMT, support the SMT in the roll out of key transformational projects and to ensure quality performance of HR and Admin teams in all aspects of their work. The role holder is also expected to work in collaboration with Save the Children's Asia Regional Office, and other functional units of the Vietnam Country Office.

KEY AREAS OF ACCOUNTABILITY:

AS A MEMBER OF THE SENIOR MANAGEMENT TEAM, SHE/HE:

1. Designs and implements a coherent organizational structure that is consistent with agency practices and appropriate to programme needs
2. Helps establish, maintain, and improve active and regular working relationships with: humanitarian and development donors, host government authorities, partner agencies, and other NGO actors
3. Ensures the Vietnam Country Office complies with relevant Save the Children standards of Quality Framework and standard operating procedures
4. Contributes to the implementation of transformation projects in Vietnam, including TE transformation, Source to Pay, PPM Prime and others.
5. Contributes to the design and implementation of the Vietnam Country Strategic Plan

STRATEGIC HUMAN RESOURCES PLANNING

6. Responsible for conceptualization, design and management of staffing strategies to ensure that the organisation acquires and retains a qualified workforce capable of meeting current organisational strategic goals in both development and emergency contexts
7. Works closely with the programme departments to ensure that adequate HR inputs are provided and incorporated during development and implementation of all projects/programmes.
8. Ensures appropriate job descriptions for critical and senior positions are developed and reflect Save the Children's dual mandate. Takes the lead on the job evaluation process to ensure JD fit well with SC's grade structure
9. Ensures hiring practices are fair, equitable and consistent and comply with local regulations,

DATE

- conduct ongoing analysis to determine organizational staffing profile
10. Prepares/participates in long range people forecasting & HR planning for the organization
 11. Prepares terms and conditions of employment and issues all employment and consultancy contracts for the Country Director's approval in compliance with Vietnamese Labour Laws (when required) and any other relevant SCI, donor and Member guidelines
 12. Ensures appropriate and adequate emergency HR procedures are detailed in the Country Office Emergency Preparedness Plan in order to enable rapid scale up, and that all HR staff members understand and are able to perform their roles in an emergency.
 13. As overall budget holder for HR and administration hold budget holders accountable to accurately and efficiently to manage authorised budget

HUMAN RESOURCES MANAGEMENT

14. Overall management and design of competitive and appropriate compensation and benefit policies for all employees, including short term and/or contract employees in emergencies
15. Conducts compensation reviews, computes the Cost of Living Allowance, formulates and implements employee benefit schemes and insurance packages and reviews periodically to bring in best practices
16. Ensures maintenance of updated information on staff salaries, allowances, ensuring compliance with current laws and regulations in close collaboration with other SMT members
17. Ensures the required level of HR support to all field offices.
18. Institutes and manages an appropriate Performance Management and Succession Planning system to ensure that the organization has a ready supply of staff with the requisite skills and competencies.
19. Ensures quality and accuracy in use of Human Recourse Information Systems (Oracle and Taleo) as well as submission all related report on time.
20. Ensures all related KPIs and Management indicators are fully met within SCI Standards.
21. Ensure overall budget for HR and Administration are well managed and implementation according to plan with high cost efficiency.

HUMAN RESOURCE POLICY

22. Responsible for development, management and effective communications of Save the Children's human resources employee policies and procedures.
23. Plans, develops and implements personnel policies and procedures in accordance with the organisation's goals and statutory requirements
24. Ensures that HR policies reflect a workplace free of discrimination and incorporate gender and diversity values of Save the Children

HR DEVELOPMENT & EMPLOYEE RELATIONS

25. Manages the overall Employee Relations for the organization
26. Sets the tone in terms of a positive management culture and ethics and facilitates their institutionalisation at all levels, and ensures good teamwork within all field offices and the country office, as well as with other Member staff visiting or being deployed to the Country Office, including within emergency responses.
27. Works closely with SMT and other management staff to manage and coordinate grievance management and disciplinary proceedings involving any staff member and recommend appropriate action to resolve disputes.
28. Advises SMT and Country Director on appropriate actions for prevention and response to any legal issue arising out of Save the Children's work or employment, and coordinate actions with legal counsel
29. Provides guidance in formulating organization level talent development and wider staff development initiatives so that Save the Children Vietnam has staff with the necessary skills and competencies
30. Provides guidance to Programme functions in finalizing plans for capacity building of staff and formulating the annual training calendar
31. Ensures induction for all new Save the Children staff in line with Save the Children's best practices

- (Passport to Success, online inductions) and support line managers to carry out induction sessions
32. Ensures outgoing staff go through a proper exit interview in order to gain feedback and insights on Save the Children's programme, organizational processes and systems
 33. Implements and follows up on employee engagement initiatives (including survey and local initiatives)

F. SCI SAFEGUARDING FRAME WORK

Adult Safeguarding Policies, Standards, Systems, Mechanisms and Capacity building

34. Ensuring that all of the Save the Children work in Vietnam is up to expected safeguarding standards. Closely follows up on legislation in Vietnam in relation to Protection from Sexual Exploitation & Abuse Policy (PSEA) and Anti-Harassment, Intimidation & Bullying Policy in order to ensure strong support to Save the Children and partners in implementing the laws.
35. Ensures full awareness of requirements of PSEA and Anti-harassment policy and reporting mechanisms within Save the Children team.
36. Ensuring that PSEA and Anti-Harassment policies are embedded into HR recruitment processes as per standards.
37. Supports the Supply Chain team to ensure that of PSEA and Anti-Harassment are embedded into agreements with suppliers.
38. Leads on investigations of alleged of PSEA and Anti-Harassment and/or provide technical support as appropriate. Ensures strict confidentiality in all such dealings, and compile and share lessons learnt.
39. Leads on ensuring that all visitors to Save the Children's programs receive mandatory up to date of PSEA and Anti-Harassment briefings.
40. Coordinates with Child Safeguarding (CS) Manager to provide support to country Safeguarding focal persons and promotes values of efficiency, responsiveness and accountability; finalize and ensure familiarity and compliance with SCI Policies & Procedures.
41. Delivers a suite of tailored mandatory core training workshops as to enable country office staff to undertake their roles and mainstream safeguarding functions.

G LEGAL AND COMPLIANCE:

42. Ensures all HR policies and procedures are in full compliance with local law and registered with relevant ministries as needed
43. Coordinates with related local authorities, Supply Chain and Admin Managers on legal compliance such apply employment workbook, work permit, registration employment contract for foreigner staff, staff movement declaration and assist staff for health check up;
44. Ensures there is appropriate vetting (including anti-terrorism) for consultant, employees, partners and other related parties before engaging them in a legal contract
45. Serves as the National Data Protection Focal Person ensuring that all Staff understand and comply with their responsibilities under this Data Protection Policy ("Policy") and the law, including the EU General Data Protection Regulation ("GDPR") and any applicable local data protection legislation.
46. Ensures principles set out in Data Protection Policies applies in the handling and safeguarding of Personal Data entrusted to SCI and sets out the obligations of Staff in relation to Personal Data SCI holds or Processes.
47. Provides input and support to ESMTs to identify, prevent and mitigate risks with a particular attention to HR and safeguarding framework. Collaborates with SMTs in providing overall leadership, oversight and monitoring to the implementation of the Vietnam country risk management plan.

H. ADMINISTRATION

48. Oversees Vietnam Admin Dept. and promotes values of efficiency, responsiveness and accountability; ensures familiarity and compliance with Vietnam CO Policies & Procedures Manual as well as compliance with government laws and contractual obligations.
49. Maintains productive relationship with VUFO and PACCOM and coordinates the Country Office's efforts in renewals and/or obtaining necessary Framework MOUs and permits according to the

government regulations

50. Develops a manual on administration and systems and regularly updates according to changing organizational requirements and global policy. Ensures all staff are fully briefed in operating the administration and systems.
51. Provide all necessary support services including Framework MOU and permits, transportation management, lease agreements, international and domestic travel, arrangement of training & workshop, social event management for smooth operation of office and program delivery activities.

SKILLS AND BEHAVIOURS (our Values in Practice)

Accountability:

- Holds self accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values
- Holds the team and partners accountable to deliver on their responsibilities - giving them the freedom to deliver in the best way they see fit, providing the necessary development to improve performance and applying appropriate consequences when results are not achieved

Ambition:

- Sets ambitious and challenging goals for themselves (and their team), takes responsibility for their own personal development and encourages others to do the same
- Widely shares their personal vision for Save the Children, engages and motivates others
- Future orientated, thinks strategically.

Collaboration:

- Builds and maintains effective relationships, with their team, colleagues, Members and external partners and supporters
- Values diversity, sees it as a source of competitive strength
- Approachable, good listener, easy to talk to

Creativity:

- Develops and encourages new and innovative solutions
- Willing to take disciplined risks

Integrity:

- Honest, encourages openness and transparency

QUALIFICATIONS

Academic: Post-Graduate qualifications in Personnel Management or Business Administration (MBA) with specialisation in Human Resources.

EXPERIENCE AND SKILLS

ESSENTIAL

- A minimum of 10 years management experience at senior management level in a corporate or an NGO environment with a total of work experience of 10 years.
- Experience in the development of strategic and operational HR plans and their implementation in a professional work environment for a sustained period of time ie. at least three years.
- Ability to lead administration of a large organization like SCI
- Ability to plan and organize a substantial workload that includes complex, diverse tasks and responsibilities in both development and emergency contexts.
- Demonstrated credibility with colleagues and stakeholders at all levels of an organization.
- Excellent oral and written communication skills in English.
- Ability to express oneself succinctly, creatively and independently.
- Strong interpersonal skills with the ability to demonstrate skills in leading a multi- disciplined team through a period of change.
- Leadership skills, including the ability to supervise and motivate qualified professional staff with strong personal value systems.
- Analytical, decision making and strategic planning skills and the ability to handle multiple priorities

- Ability to coach, mentor, delegate appropriately and provide developmental guidance to supervised staff.
- Team building skills
- Willingness and ability to dramatically change work practices and hours, and work with incoming surge teams, in the event of emergencies
- Competent level skills in core IT applications, particularly MS Office.
- High level of commitment to the principles of development and to the organizational values and programmatic goals of Save the Children

Additional job responsibilities

The duties and responsibilities as set out above are not exhaustive and the role holder may be required to carry out additional duties within reasonableness of their level of skills and experience.

Equal Opportunities

The role holder is required to carry out the duties in accordance with the SCI Equal Opportunities and Diversity policies and procedures.

Child Safeguarding:

We need to keep children safe so our selection process, which includes rigorous background checks, reflects our commitment to the protection of children from abuse.

Safeguarding our Staff:

The post holder is required to carry out the duties in accordance with the SCI anti-harassment policy.

Health and Safety

The role holder is required to carry out the duties in accordance with SCI Health and Safety policies and procedures.

JD written by: Le Thi Thanh Huong

Date: 18 November, 2021