



VietHarvest | Role Description

Position Title	Project Officer - Hanoi (Vietnam)
Job Purpose	<p>VietHarvest is seeking an enthusiastic individual to support our food rescue operations in Hanoi, Vietnam. We are a new social enterprise, so a positive, proactive attitude is essential. The successful candidate will assist in the day-to-day management food rescue in Hanoi. The Project Officer will be responsible for coordinating food rescue with our food donors, charity partners, driver and Country Manager with an emphasis on timely service with an attention to detail and food safety and hygiene.</p> <p>The Project Officer will also support the Country Manager with administration of project documents, data collection and management and support with scaling up operations in Hanoi.</p> <p>The successful candidate may also contribute to special projects, fundraising activities, corporate engagement, events, community engagement and marketing and communications as and where required.</p>
Reports to	Country Manager
Location	Vietnam – Hanoi
Duration	Part-time or Full-time

Background
<p>VietHarvest is a social enterprise that aims to tackle food waste and hunger. We do this by collecting quality surplus food which we then redistribute to underserved communities in Vietnam.</p> <p>At VietHarvest, we believe food is too precious to waste. Every time we throw something away, it is costing us the earth. We want to inspire and educate people about food waste, food security, and sustainability and create a sustainable food culture while reducing hunger and poverty.</p> <p>Visit VietHarvest.com to donate food, time, or money.</p> <p>We are proudly partnered with Action on Poverty and started a food rescue program in Hanoi in June 2022 to reduce food waste and hunger. We are expanding our food rescue service to HCMC in May 2023 working with local partners and businesses to reduce food waste and hunger.</p> <p>We are also proudly supported by our international sister organisations OzHarvest and KOTO Know One Teach One.</p>

Key Relationships
<p>Internal: All Staff, Country Manager, Co-Founders of VietHarvest, Action on Poverty Team Hanoi, Management, and Board, Volunteers, Ambassadors, and Advisory Committee.</p> <p>External: Financial and In-kind donors, Food Donors, Charity Partners, Strategic Partners, Food Recipients, Key Suppliers, Service Providers, and Contractors, International Partners, Government bodies in Australia and Vietnam and international affiliates</p>



VietHarvest's Values
<p>Our purpose is to Nourish our Country. Through food rescue, education, community engagement and innovation. As an organisation we are connected by four key values:</p> <p>Connected by Our Cause: We are a magnet for magnificent people, connected by a common purpose. This mission of ours is contagious. It will take all of us, every day, every way. Our cause comes to life with every single one of us</p> <p>Nourishing and Growing: We're creating a culture of giving. When we grow ourselves, we grow each other and nourish others. When we nourish others, we ourselves grow. Not just in times of vulnerability, but as we thrive</p> <p>Boldly Courageous: We speak and act boldly for the change that needs to happen. We embrace every challenge with optimism, dignity and respect</p> <p>With Gratitude: We are grateful. Always. To each other. To the people we serve. To the people who give so generously. For the work we do, and the work to be done</p>

VietHarvest's Purpose and Expectation
<p>We are a food rescue and education organisation.</p> <ul style="list-style-type: none">• VietHarvest is committed to rescuing, surplus food to feed people in need and help the environment (food rescue is the core of the VietHarvest business)• VietHarvest is committed to educating, the general public and our clients about food waste, nutrition and living a healthier lifestyle• VietHarvest is committed to engage, with the community to maximise our impact• VietHarvest is committed to innovate as a sustainable social enterprise <p>To achieve this vision VietHarvest prides itself not only on being logistics experts but also having an exceptional 'customer and community service' focus.</p> <p>We expect from our team members a strong commitment and passion for food rescue and education with the organisation's vision at the forefront of all decisions and actions.</p>



Your Key Responsibilities

- Develop and maintain relationships with food donors and charity partners
- Management of data collection related to food rescue operations and project documentation and administration
- Oversee the day to day management of our operations in Hanoi including logistics and operations
- Support the Country Manager in scaling up food rescue
- As required, be available for special projects and marketing and comms

Key Duties and Responsibilities

Key Responsibility Area 1 – General Operations (70%)

- Coordinate with food donors to coordinate food rescue
- Troubleshoot any issues through timely communication and creative problem solving in coordination with our food donors and charity partners
- Develop and maintain excellent relationships with our logistics partner to ensure timely, efficient and food safety and hygiene in our operations
- Support the Country Manager and co-founders in procuring operational equipment and coordinate with our suppliers and accountant to ensure quality
- Awareness of compliance with relevant HACCP food safety and local food rules and regulations

Key Responsibility Area 2 – Donor and Charity Relationships (20%)

- Develop and maintain relationships with local food donors from management to department leads
- Respond in a timely manner to Food Donor and Charity Partner questions, feedback, and requests for information. Provide personal follow-up ensuring excellent service is given to all
- Support the Country Manager in conducting outreach to expand food rescue partnerships with both food donors and charities
- Provide support in onboarding food donors and charities
- Present an image that mirrors that of the values and professionalism of VietHarvest (purposeful, professional, responsive, and passionate)
- Aid and support corporate partnership initiatives when required locally

Key Responsibility Area 3 – Data & File Management and Administration (10%)

- Ensure that accurate and timely data on food collection and delivery is collected and stored in collaboration with our logistics company
- Monitor quality/quantity of food donations and analyse trends, creating reports from and analyzing program data as needed
- Maintain current and accurate updates and data in multiple platforms, including our existing and target donor and charity database
- Ensure adherence to best practice policies, processes and procedures and good governance
- Compliance with other Government regulations

At VietHarvest we are a small family and all work together to contribute to ensure we are delivering on our purpose to Nourish our Country. In order to deliver on our purpose:

- There is an expectation that for all major events we, as a family, come together and take on additional responsibilities to deliver a successful event
- We are mindful of delivering the best possible outcomes by maximising contributions and minimising costs wherever possible and we do this by:
 - Seeking in-kind work where ever possible, donations of goods the best possible quotes from suppliers and where possible in-kind support for the work that we do
 - Direct any potential financial donor relationships to the leaders
 - Volunteer out of hours to support our purpose

Other duties as reasonable required.



Personal Specifications
<p>Qualifications</p> <ul style="list-style-type: none"> • Minimum Bachelor's degree • Legally eligible to work or volunteer in Vietnam
<p>Personal Abilities and Aptitudes</p> <ul style="list-style-type: none"> • Understanding and passion to share the OzHarvest model established in Australia in 2005 • A strong commitment and enthusiasm towards the vision and purpose of VietHarvest • Energetic, positive and proactive attitude; Action-orientated and driven to achieve results and hands on • Excellent communication skills and the ability to build and maintain relationships of trust with all relationships in the organization, food donors, corporate partners, charity network and especially volunteers including skilled volunteers in the initial phase • Ability to coordinate and conduct meetings and schedules, administration, and other projects in a time pressured environment • Great organizational skills and the ability to priorities tasks and time manage; flexible and highly responsive • Awareness of food handling standards or willingness to become an knowledgeable in this area • Excellent attention to detail and a strong customer service approach • Dependability and accountability and willingness to learn • Experience or willing to learn to use different file-sharing and technology such as G-Suite, Sharepoint, Trello, Slack and others
<p>Skills, Knowledge & Experience</p> <ul style="list-style-type: none"> • Relevant experience in business, non-profits, project management, business administration, marketing or communication is advantageous • Excellent Vietnamese and English language ability • Comfortable in using MS Office, Google suite and a range of other digital tools • Excellent communication and organizational skills • Ability to engage with and nurture relationships with our charities, food donors and seek and establish new relationships • Ability to operate at a detailed projects level and collaborate with management and team • Database management experience • Excellent administrative and business management skills • Experience working alongside volunteers