

# Job Description

## JOB INFORMATION

Job Title	WVV Administrative Assistant	Line Manager Title	Administrative Officer
Grade Level	11	Department/Office	Admin and Procurement Department
		Work Location	Ha Noi Office

## CONTEXT

World Vision is a Christian relief, development and advocacy organization working to improve the quality of life of people, especially children who are marginalized and living in poverty. World Vision helps all who are in need, regardless of their religion, race, ethnicity or gender. As a child-focused organization, WV’s work focuses on children, ensuring they are protected and their basic needs are met. World Vision Vietnam (WVV) has been funded from 13 support countries in Europe, Asia, the Americas and Australia. Funding of WVV consists of sponsorship program funding (70%) and Private Non-Sponsorship (PNS)/grants (30%). WVV employs about 430 staff, of which 93% are Vietnamese nationals.

WVV is operating in 4 zones: North 1 (Hoa Binh, Dien Bien), North 2 (Yen Bai, Tuyen Quang, Hai Phong), Central (Thanh Hoa, Quang Tri and Da Nang) and South (Quang Nam, Quang Ngai, Binh Thuan, Ho Chi Minh, DakNong). WVV’s Area Program (AP) usually focuses within one administrative district of a province which populated by ethnic minority people with high rates of poverty. A uniqueness of WVV’s Development Program Approach (DPA) is that AP team members are based at district level where the AP is located, which enables them to work closely with government partners and communities on a daily basis. Beside the APs, WVV is also implementing different Special and Grant Projects to meet the specific needs of vulnerable children in both AP and non-AP areas.

## JOB PURPOSE

- To support World Vision Vietnam in maintaining effective reception and filing system
- To provide assistance to the Government Relations and Administrative Officer.

## MAJOR RESPONSIBILITIES

% of time	Activity	End Results
60%	<p><b>Reception</b></p> <ul style="list-style-type: none"> <li>- All incoming telephone calls are answered in the courteous and professional manner to concerned staff and visitors.</li> <li>- Cordial greetings are demonstrated to all visitors, ensure they are well-served and maintain the visitors’ logbook accurately.</li> <li>- Maintain the mail out going register/ records properly.</li> <li>- Receive all in-coming mail pouches, post office mail, newspapers and other deliveries as well as distribute appropriately and maintain the in-coming mail register.</li> <li>- Ensure the reception area is well maintained, clean and tidy through coordination with relevant parties.</li> <li>- Manage and coordinate the meeting room registration.</li> </ul>	<ul style="list-style-type: none"> <li>- Timely and effective support</li> <li>- High performing on services</li> </ul>

	<ul style="list-style-type: none"> <li>- Maintain proper inventory for all office supplies: stationery, kitchen stuffs and etc and raise purchase requisition accordingly</li> <li>- Monitor the janitorial work to ensure office, meeting rooms and pantry always neat and clean.</li> </ul>	
35%	<p><b>Administration</b></p> <ul style="list-style-type: none"> <li>- Arrange logistics for staffs' business trip, visitors' and events in Hanoi such as booking air ticket, transportation and hotel.</li> <li>- Create purchase request on system to purchase office supplies</li> <li>- Prepare and submit admin monthly payment relating to EMS, transportation, office renting, air tickets, hotel, and office supplies etc. to Finance Dept. on time and ensure proper cost charges to departments/Aps</li> <li>- Carry out any other administrative tasks assigned by supervisor</li> <li>- Take responsibility for personal security, accurately identify and assess the dangers and respond in the most appropriate way; take all good faith efforts to keep other WVV staff and property secure with guidance and instruction as being trained by WVV</li> </ul>	<ul style="list-style-type: none"> <li>- Timely and effective logistic and administrative support</li> <li>- Compliance with WVV's policies and procedures</li> <li>- Accuracy of data</li> <li>- Procurement and payments documents kept in order</li> </ul>
5%	<p><b>Others</b></p> <ul style="list-style-type: none"> <li>- Take responsibility for personal security, accurately identify and assess the dangers and respond in the most appropriate way; take all good faith efforts to keep other WVV staff and property secure with guidance and instruction as being trained by WVV</li> <li>- Other tasks assigned by the manager to the team performance</li> </ul>	<ul style="list-style-type: none"> <li>- Staff's safety and security</li> <li>- Incidents are reported timely as per the incident management protocols</li> </ul>

### **KNOWLEDGE/QUALIFICATIONS FOR THE ROLE**

Required Professional Experience	<ul style="list-style-type: none"> <li>- Fresh graduate with fast learning ability, strong potential and clear career path is also welcomed</li> </ul>
Required Education, training, license, registration, and certification	<ul style="list-style-type: none"> <li>- College or bachelor degree in any field</li> </ul>
Preferred Knowledge and Qualifications	<ul style="list-style-type: none"> <li>- Carefulness, proactiveness, hardworking and detail oriented</li> <li>- Proficient use in Word, Excel, PowerPoint and email</li> <li>- Willingness to learn and grow</li> <li>- Willingness to support articulate and demonstrate World Vision's core values in meaningful ways to children and communities.</li> </ul>

	<ul style="list-style-type: none"> <li>- Basic understanding of and experience in development/humanitarian works would be an advantage</li> <li>- Knowledge of computer (Microsoft Word and Excel), and office machine such as Fax, Telephone system, photocopier, and others as an advantage.</li> <li>- Attention to detail</li> </ul>				
Travel and/or Work Environment Requirement	Provide administrative support to staff from different geographical locations (virtual team)	Physical Requirements	Satisfactory pre-employment medical report verified by medical doctors from licensed hospitals	Language Requirements	Vietnamese: Fully fluent English: Intermediate

### KEY WORKING RELATIONSHIPS

Contact (within WV or outside WV)	Reason for contact	Frequency of contact
Administration Officer	Get overall guidance and approval	Daily, Weekly and Monthly
MDM & Administrative Assistant	Provide administrative support	Daily, Weekly and Monthly
WVV staff	Provide general administrative support as instructed by the supervisor	Daily, Weekly and Monthly
Vendors/service providers	Maintain office services	Frequently

### DECISION MAKING

As per the levels of authority of WV Vietnam

**CORE COMPETENCIES** – For all positions, select the top 3 prioritized competencies from below. Click [here](#) for a quick overview of our Core Competencies.

- |   |  |   |   |
|---|--|---|---|
| <input type="checkbox"/> Be Safe and Resilient      | <input type="checkbox"/> Build Relationships | <input checked="" type="checkbox"/> Learn and Develop | <input checked="" type="checkbox"/> Partner and Collaborate |
| <input checked="" type="checkbox"/> Deliver Results | <input type="checkbox"/> Be Accountable      | <input type="checkbox"/> Improve and Innovate         | <input type="checkbox"/> Embrace Change                     |

For Management positions only, select the top 2 prioritized competencies from below.

- |  |  |  |  |
|--|--|--|--|
| <input type="checkbox"/> Model Self-Management | <input type="checkbox"/> Engage, Influence, Lead and Grow Others | <input type="checkbox"/> Run an Effective and Agile Organisation | <input type="checkbox"/> Develop the Organisation for the Future |
|--|--|--|--|