

TITLE: PROJECT OFFICER (Sponsor and Child Services)	
TEAM/PROGRAMME: Sponsorship	LOCATION: Hanoi
GRADE: 5	CONTRACT LENGTH:
<p>CHILD SAFEGUARDING: Level 3 - the post holder will have contact with children and/or young people <i>either</i> frequently (e.g. once a week or more) <i>or</i> intensively (e.g. four days in one month or more or overnight) because they work in country programs; or are visiting country programs; or because they are responsible for implementing the police checking/vetting process staff.</p>	
<p>ROLE PURPOSE: The Project Officer (Sponsor and Child Services) in Hanoi reports directly to the Project Manager (Sponsor and Child Services) and work closely with the Sponsorship Database Coordinator/Officer and Field Project Officers to maintain quality management of correspondence between sponsors and sponsored children and take part in sponsorship campaigns and other sponsor and child services tasks of the Sponsorship Program in Vietnam.</p>	
<p>SCOPE OF ROLE:</p> <ul style="list-style-type: none"> • Reports to: Project Manager (Sponsor and Child Services) • Staff reporting to this post: None • Budget Responsibilities: None • Role Dimensions: Working directly with sponsorship staff in Hanoi and Lao Lai, other sections in CO (finance, supply chain, ACCM, MEAL), consultants, interns, children, community people, related SC Members, Global Sponsorship Operations (GSO) and others when required. 	
<p>KEY AREAS OF ACCOUNTABILITY Essential duties and responsibilities include but are not limited to the following. Other duties that are in line with relevant skills, experience and role may be assigned by Line Manager and SMT's members.</p> <p>Sponsor – child correspondence management:</p> <ul style="list-style-type: none"> • Responsible for maintaining regular communication with Save the Children field staff in Vietnam and relevant SC Member staff and/or individual sponsors to deliver and collect correspondence between sponsors and sponsored children and at the same time ensure quality and timeliness of all correspondence; • Responsible for the translation and quality of correspondence between sponsored children and sponsors (letters, post cards and email messages) to ensure precision and compliance with the Sponsor and Child Services Procedures and Save the Children's Safeguarding Policy; • Ensure correspondence status tracker is timely updated and deadlines for routine correspondence are strictly followed by all involved staff. • Ensure the timely update of correspondence status in ASISt by closely liaising with the Sponsorship Database Coordinator/Officer; • Manage volunteers/interns/consultants in translation of correspondence and other correspondence-related tasks; • Respond timely to sponsors' and Members' inquiries. <p>Data collection campaigns and child information management:</p> <ul style="list-style-type: none"> • Take part in the planning and preparation of major data collection/update campaigns like New Enrolment campaign, Annual Family Update campaign, Mid-year Eligibility Check, including the procurements of consultants and necessary materials/promotion items, managing 	

consultants/interns/volunteers during the campaigns, and/or other tasks as requested by the Project Manager (Sponsor and Child Services) and the Sponsorship Database Coordinator;

- Participate in the field campaigns/visits to collect child information, taking child photos, organize children's/schools'/communities' events, facilitating the collection of children's feedback, ensuring child participation and positive experience for children.
- Support the Sponsorship Database Coordinator in providing training and monitoring the work of consultants/external data collectors and reviewing data during data collection campaigns.
- Support the Sponsorship Database Coordinator in getting sponsors' and children's information on ASISt.

Sponsorship Compliance:

- Participate in development and update of In-country Sponsorship Procedures, following the Sponsor and Child Services Procedure, Save the Children's Safeguarding Policies and Data Protection Policy;
- Responsible for ensuring good rating in the Sponsorship Operations Dashboard, especially the KPIs on correspondence timeliness and correspondence quality
- Together with the Sponsor and Child Services Team and Sponsorship Team, ensure good rating in the Sponsorship Score Card for KPIs on child information management, child experience, breach of policy, and BvA.
- Responsible for maintaining the e-copies of all correspondence, and work with the Sponsorship Database Coordinator/Officer to maintain the physical filing of all manual child profiles, including enrolment/AFU forms, parents' consent forms, etc. in Hanoi Office;
- Provide daily support for new staff in Sponsor and Child Services as required;
- Support field staff in training and organizing sponsorship orientation for partners, community members, parents, teachers and children.
- Attend all sponsor and child services team meetings and Sponsorship staff meetings.
- Support sponsors'/donors'/Members' visits;
- Support the Project Manager (Sponsor and Child Services) in preparation of Sponsorship Annual Plan and Annual Sponsorship Report.

Communications and program support:

- Work with Sponsorship Communications Officer to collect inputs for sponsorship communication materials following the annual communications plan e.g. update of correspondence templates, taking photos, providing information and support design and production of communications materials as needed;
- Support Sponsorship Team in program visibility and communications (such as conducting events, developing marketing products, etc.).
- Provide admin/logistics support for preparation and payment of field trips/claims/subgrants/procurement in Sponsorship Program as required.

Staff Management:

N/A

Financial Management:

- Provide input to Project Manager (Sponsor and Child Services) for budget phasing and monthly forecast.

Representation, Partnership and Networking

- When relevant and required, provide sponsor and child services information to COM team, for communication purposes.
- Support Project Manager (Sponsor and Child Services) in establishing coordination and maintain strong relationship with partners for smooth implementation of sponsor and child services.

BEHAVIOURS (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 their team to do the same
- Widely shares their personal vision for Save the Children, engages and motivates others
- future orientated, thinks strategically and on a global scale.

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; demonstrates highest levels of integrity

QUALIFICATIONS

- Bachelor's degree in social science, development studies, business administration, or a related field;
- Good at child – centred approaches.
- Good at finance management
- Good at risk management

EXPERIENCE AND SKILLS

Essential

- One to three years' experience working with an INGO environment at similar role/with similar scope of work.
- Good organization, communication and facilitation skills;
- Experience with government counterparts and community-based programs;
- Computer literate with strong computer skills in MS Office and other communications applications;
- Good written and oral communication in both Vietnamese and English;
- Willing to travel to the field.
- Good experience on procurement
- Good interpersonal skills.

Desirable

- Experience in communications including photography and/or videography, writing and development of communication materials;
- Experience in office management including operation, admin, logistics, fixed assets and inventory;

- Field-based working experience with ethnic minorities;
- General knowledge/experience of effective admin and finance.

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: Nguyen Thi Linh Van

Date: 20 Nov. 2023

JD agreed by:

Date:

Updated By: Vuong Dinh Giap, DPI

Date: 01 Dec. 2023

Evaluated:

Date: