

## Job Description

### POSITION INFORMATION

|             |                     |                    |                   |
|-------------|---------------------|--------------------|-------------------|
| Job Title   | Operations Director | Line Manager Title | National Director |
| Grade Level | 18                  | Department/Office  | Field Operations  |
|             |                     | Work Location      | Ha Noi            |

### 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, WVI Vietnam's work focuses on children, ensuring they are protected and their basic needs are met. World Vision International in Vietnam (WVI Vietnam) has been funded by 13 support countries in Europe, Asia, the Americas, and Australia. Funding of WVI Vietnam consists of sponsorship program funding (70%) and Private Non-Sponsorship (PNS)/grants (30%). WVI Vietnam employs about 400 staff, of which 99% are Vietnamese nationals.

WVI Vietnam is operating in 25 Area Programs (AP) in 4 zones: North 1 (Dien Bien, Ha Noi, Hai Phong), North 2 (Thanh Hoa, Hung Yen, Quang Ninh), Central (Quang Nam, Quang Tri, and Da Nang), and South (Quang Ngai, Ho Chi Minh, DakNong). WVI Vietnam's AP usually focuses on one administrative district of a province which populated by ethnic minority people with high rates of poverty. A uniqueness of WVI Vietnam's Development Program Approach (DPA) is that AP team members are based at the district level where the AP is located, which enables them to work closely with government partners and communities on a daily basis. Besides the APs, WVI Vietnam 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 provide strategic management leadership to the entire Field Operations in APs, Relief, Special/Grant projects and Sponsorship to ensure all projects and sponsorship comply with the Partnership's standards, including Learning through Evaluation with Accountability and Planning (LEAP).
- The role is part of the Senior Leadership Team (SLT), which will advise the WVI's National Director (ND) on strategic issues and policies, and will set standards and targets for the smooth functioning of the Field Office; also help in formulating strategic direction as well as ensure proper project policies and procedures are in place as per World Vision values.
- This position provides on-going coaching and support to the Zonal Managers/ Grant Managers/Sponsorship & Alternative Funding Manager and works closely with other related departments (Strategy, Program Quality & Resources Development, Finance & Corporate Services, People and Culture (P&C)) to ensure end results of the position are well delivered.

### MAJOR RESPONSIBILITIES

| % of time | Activity | End Results |
|-----------|----------|-------------|
|-----------|----------|-------------|

30%

## PROGRAMMING

Work with Zonal Managers and related staff and departments to ensure that:

- All APs/Projects follow all the operational guidelines/policies which are guided by WVV operational manual.
  - All aspects of AP project design, implementation, monitoring and evaluation, and transition are overseen.
  - APs/Operations budgets, AP/special project funding, expenditures and accomplishment of ministry objectives/standards are properly managed.
  - All WV Vietnam programs comply with LEAP standards. Activities to support this will include securing human resources, funding, training, and one-on-one coaching to ensure strong compliance and best practice.
  - An appropriate Operational strategy with regard to growth, developmental goals, and delivery is developed.
  - “Best practices” in the development industry are utilized in all APs, special projects, and grants.
  - Look after the projects in the entire Zone or the Province when the need arises.
  - Audit reports and findings are distributed to project managers and the findings are properly addressed, solved and responded on a timely manner.
  - Good customer service is provided to all donors which will satisfy sponsors, support offices and the communities.
  - Ensure proper coordination exists between the Field and the projects in HR, Finance, sectors (agriculture, education, health, disability etc), and IT sector.
  - Appropriate and timely support is given to the projects by supporting and coordinating the Program Quality and Development group.
  - Proper monitoring of projects with regard to the progress, including frequent visits to project offices and communities is ensured by supporting and coordinating the Zonal Manager/AP Manager/ Special Project Managers.
- All programs/projects are designed, implemented, monitored and evaluated with high quality and compliance with WV guidelines/policies/standards.
  - Coordination with relevant departments is strengthened to integrate them in program/project implementation.
  - Grants/PNSs/Gift-in-Kind are acquired, implemented and distributed.

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|     | <ul style="list-style-type: none"> <li>• Integrate all sectoral activities including Advocacy and Humanitarian Emergency Affairs (HEA) in to operation in compliant with the new partnership integration strategy.</li> <li>• Relief and rehabilitation programs are planned and managed well as per the need of the country.</li> <li>• All the protocol, policies and procedures are followed in the case of Gift in kind.</li> <li>• High quality proposals (both for special and grant funding) are written in a systematic way and adequate funding is received as per the country strategy.</li> <li>• Inform National Director on all program related issues and get guidance and support.</li> </ul>                                          |                                                                                                                                                                                                                                                                                                                                                              |
| 20% | <p><b>RELATIONS AND NETWORKS</b></p> <ul style="list-style-type: none"> <li>• Regular network is maintained with other international non-governmental organizations and with the government officials in an effort to share the experience with regard to the programs in the country.</li> <li>• Local external relationship (project) is monitored and Support Office relationship is managed with respect to programs and their requirements are met in a timely manner.</li> <li>• Lead selected donor and partner engagement activities</li> <li>• Lead the decision making for partner vetting process at provincial and Area Program levels.</li> </ul>                                                                                        | <ul style="list-style-type: none"> <li>• Partnership with stakeholders and governments are built in trusted and long-term way.</li> <li>• All queries from Support Offices are properly responded timely and sufficient.</li> <li>• Donors/Sponsors visits are coordinated well</li> </ul>                                                                   |
| 20% | <p><b>PEOPLE MANAGEMENT AND LEADERSHIP</b></p> <ul style="list-style-type: none"> <li>• Effective leadership is provided to the Zonal Managers, including coaching/mentoring them, so that the following are accomplished by or through them: <ul style="list-style-type: none"> <li>- Proper accounting systems and practices are in place within the Operations Department, to facilitate the approval and funding of programs.</li> <li>- Compliance with all relevant sections of the Field Financial Manual, Government grant provisions (where applicable) and other partnership standards.</li> </ul> </li> <li>• Recruitment, selection, transfer, disciplinary action, annual performance review and recommendation for promotion</li> </ul> | <ul style="list-style-type: none"> <li>• Direct reports are guided, supported and coached timely and sufficiently to contribute to their performance and development.</li> <li>• Succession plans for the operations department</li> <li>• Operations staff are influenced to develop themselves both professionally, spiritually and personally.</li> </ul> |

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|     | <p>of Operations staff is done in consultation with ND and P&amp;C Director.</p> <ul style="list-style-type: none"> <li>Care is given through mentoring, coaching, and other process for Spiritual growth and personal development of all Operations staff.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                             |
| 20% | <p><b>GRANT ACQUISITION MANAGEMENT (GAM)/ PRIVATE NON-SPONSORSHIP (PNS) REQUISITION</b></p> <ul style="list-style-type: none"> <li>Provide recommendation for Go/No-Go analysis and decision making</li> <li>Provide recommendation for project staffing structure</li> <li>Drive field innovations such as research and partnering to increase win probability of grant/ PNS proposals</li> <li>Provide leadership for project teams to ensure quality as well as compliance with donor requirements</li> <li>Provide leadership for project teams in case of donor visits</li> <li>Ensure all changes on scope, budget and timeline of approved grants are communicated back to the Director of Program Quality and Resource Development before implementing the changes</li> <li>Lead grants audits and grant project closures in line with donor requirements.</li> </ul> | <ul style="list-style-type: none"> <li>Strategic and important information, decision from Operations perspective are provided for proposal writing/development and implementation.</li> <li>Project activities are implemented well and in compliance with donor's requirements.</li> <li>Audit review is Green.</li> </ul> |
| 10% | <p><b>SECURITY and OTHERS</b></p> <ul style="list-style-type: none"> <li>Manage directly the safety and security within the team based on guidance from ND and established WVV guidelines, through security assessment, planning and management.</li> <li>Update regularly the risk registers for the designated function/department to Software Riskconnect.</li> <li>Identify and mitigate the risks that could impact the achievement of goals of the designated function/department.</li> <li>Perform other duties as assigned by the manager to contribute to the team performance</li> </ul>                                                                                                                                                                                                                                                                            | <ul style="list-style-type: none"> <li>Risk management is well planned and implemented.</li> <li>Appropriate response to related risk</li> <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**

|                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                       |                                                                                              |                       |                                                  |
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| Required Professional Experience                                       | <ul style="list-style-type: none"> <li>• At least 12 years of experience in development work in a developing country, especially in a restricted context, and within World Vision.</li> <li>• At least 5 years of leadership experience for the entire Operations in a National Office preferably in Asia.</li> <li>• Good management and supervisory experience.</li> <li>• Solid experience in project design, implementation, monitoring, proposal writing and evaluation and report writing is essential.</li> <li>• Good knowledge and understanding of key aspects of development work; including Child Protection, Livelihoods, Health and Nutrition, Education, economic development, food security, cross-cutting themes (e.g. gender, environment, disability), and integration of advocacy and disaster management in development programming</li> <li>• High level of diplomacy skills with a strong focus on meetings and relationship building with partner NGOs, local government, multilateral organizations, donors</li> <li>• Demonstrated leadership skills including coaching/mentoring. Excellent interpersonal skills and ability to facilitate and empower self-directed autonomous teams.</li> </ul> |                       |                                                                                              |                       |                                                  |
| Required Education, training, license, registration, and certification | <ul style="list-style-type: none"> <li>• Master degree in relevant field, preferably in education, public health, community development, social work and/or business administration.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                       |                                                                                              |                       |                                                  |
| Preferred Knowledge and Qualifications                                 | <ul style="list-style-type: none"> <li>• Have good communication skills and ability to work in a cross-cultural environment.</li> <li>• Computer literacy and ability to work independently.</li> <li>• Proven integrity and openness to change</li> <li>• Well versed with World Vision’s Mission, Core Values, policies, procedures, operations and ministry as a whole.</li> <li>• Spiritually mature</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                       |                                                                                              |                       |                                                  |
| Travel and/or Work Environment Requirement                             | <ul style="list-style-type: none"> <li>• The position requires ability and willingness to travel domestically and internationally up to <b>50%</b> of the time.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Physical Requirements | Satisfactory pre-employment medical report verified by medical doctors at licensed hospitals | Language Requirements | Vietnamese: Fully Fluent<br>English: Proficiency |

### KEY WORKING RELATIONSHIPS

| Contact (within WV or outside WV) | Reason for contact                                                               | Frequency of contact |
|-----------------------------------|----------------------------------------------------------------------------------|----------------------|
| National Director                 | Overall guidance and approval on program operation as per the level of authority | Daily                |
| Zonal Manager/                    | Coaching, mentoring, Supervision                                                 | Daily                |

|                                                                                     |                                                                                            |                    |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|--------------------|
| Special/Grant Project Managers/ Operations Coordinator/ Child Protection Specialist |                                                                                            |                    |
| Government Partners (mainly Provincial & National levels)                           | Program Operation including Assessment, Design, Implementation, Monitoring and Evaluation. | Based on the needs |
| Program Quality Support Team                                                        | Technical Support, Program Quality                                                         | Weekly             |
| P&C Director                                                                        | Staffing                                                                                   | Weekly             |
| Finance Department                                                                  | Budget, Funding and Financial Management                                                   | Monthly            |
| Support Office                                                                      | Funding and Technical Support                                                              | Monthly            |
| Sponsors/Donors                                                                     | Sponsors/Donors Visits                                                                     | Monthly            |
| Other NGOs                                                                          | Co-ordination of activities and plans related to the well-being of children.               | Based on the needs |

### DECISION MAKING

As per WVV's level of authority

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

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

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