



JOB DESCRIPTION

Position	People and Culture Officer
Team	People and Culture
Status	8 months contract to replace maternity leave staff
Location	Hanoi
Last updated	September 2024

Job Purpose

To provide exceptional human resources services to everyone working at Blue Dragon.

Job Context

Blue Dragon Children's Foundation is on a mission to end human trafficking. We believe that every child deserves exceptional care and a chance to thrive. Blue Dragon kids are street kids, children with disabilities, and young people who have been trafficked. After rescuing children from danger and slavery, we reunite them with their family and provide all the services needed for recovery and growth while advocating for improvements to policy and law.

The People and Culture department finds the best talents, cares for them, develops them and supports them to achieve Blue Dragon's mission. The department is responsible for human resource functions, learning and development, and for nurturing and developing Blue Dragon's culture and leadership throughout the organisation.

Blue Dragon is a child-safe organisation, committed to the protection and exceptional care of children. We require all staff and volunteers to agree to and abide by our Child Protection Code of Conduct.

We offer equal employment opportunities to all qualified persons without discrimination or harassment. We will make any necessary job accommodation for persons with disabilities or special needs.

Key Objectives

- Uphold Blue Dragon's mission and values
- Ensure excellent staff services are provided at Blue Dragon
- Implement Blue Dragon's Human Resources manual and associated policies and guidelines
- Support leaders to develop a positive organisational culture across Blue Dragon

Main responsibilities

The primary responsibility of the People and Culture Officer is to support the People and Culture department to provide excellent services across the organisation.

Human Resources

- Ensure the values and philosophies of Blue Dragon are considered in administrative, human resources and operational decisions.
- Actively seek opportunities to improve HR systems and documentation.
- Responsible for staff recruitment and related administrative processes.
- Responsible for implementing staff exit procedures. Ensure they complete their tasks and responsibilities before resignation and comply with current regulations of the Labor Law.
- Ensure that Program Managers, Coordinators and staff timely conduct and complete periodic performance reviews.
- Responsible for staff file records and documents systematically, completely and accurately.
- In coordination with the co-CEO, the People and Culture department to review and update policies related to the People and Culture.
- Responsible for preparing HR reports and ensuring their accuracy and timeliness (to SDDC, Department Monthly Report).
- Ensure that all staff are supported with documents and procedures related to insurance benefits.
- Responsible for managing leave registration software (OrangeHRM), supporting people in handling related issues.
- Responsible for the accuracy of information on lunch, and leave to ensure payroll is calculated accurately and promptly.
- Ensure that the Environmental Protection policy is applied to activities throughout the organisation. Coordinate with EPAC members (Environmental Protection Advisory Committee) to periodically update the policy and provide training to staff.

Culture:

- Ensure that Blue Dragon's cultural values are conveyed and applied to staff's daily work and they are always recognised for the values they have contributed to the organisation.
- Develop employee-friendly communications materials and activities to support people in understanding and implementing Blue Dragon policies, guidelines and culture.
- Coordinate the Blue Dragon Leadership Library.
- Assist in the development and implementation of annual staff surveys, staff weeks, meetings and occasional events.
- Implement activities and events to connect employees across the organisation.

Learning and Development:

- Receive and understand the learning and development needs of employees in the organisation.
- Coordinate search and organise training sessions to develop and improve employee capacity.

Volunteer management:

- Oversee all volunteer-related tasks, including seeking for new volunteers as needed and managing volunteer paperwork in alignment with Blue Dragon's child safeguarding policies.
- Respond proactively and promptly to all volunteer-related emails and inquiries.
- Collaborate with other teams to provide assistance and support on matters related to volunteer involvement.

Support

This position reports to and is supported by the Head of People and Culture, People and Culture coordinator, and works collaboratively with all staff across the organisation.

Key selection criteria

- Qualifications or equivalent experience in office administration, human resources or relevant fields.
- At least 2 years of experience in a similar role.
- Demonstrated experience in internal communications and events.
- Excellent interpersonal and communication skills.
- Strong English language skills, both written and oral.
- A friendly and helpful manner, with a servant leader mentality.
- Able to work collaboratively as part of a team.
- Passionate about caring for staff and developing strong teams.
- Flexibility and willingness to learn and adapt to new situations.
- Passion for working in an environment with disadvantaged young people.
- Highly responsible, reliable and proactive.
- Good at Microsoft skills.

Desirable

- Experience working in a multidisciplinary team.
- Basic knowledge of design software: Illustrator and Photoshop.