

JOB DESCRIPTION

Job title: Program Support Officer

Effective date: 1st October 2014

Department: Program

Location: Office with travels to the fields

Type of contract: 1-year fixed term
(Extendable subjected to fund availability)

**Reports to: Executive Deputy Director
for Program**

Staff directly supervised: None

1. WORKING CONTEXT	
<p>Founded in Vietnam in 2011 with head office in Hanoi, RED Communication is an organization working with the mission to promote changes in Media Environment and Communication capacity of NGOs and CSOs through identifying problems and offering solutions and communication innovations in order to tackle the problems.</p> <p>RED Communication's main activities include:</p> <ol style="list-style-type: none"> 1. Research and application solutions and innovation in development communication. 2. Communication capacity development through advisory and training services. 3. Popularizing knowledge, legal practices and communication relating to development issues. <p>Linking communication with development.</p>	
2. JOB PURPOSE SUMMARY	
<p>Provides support in overall operation of the Program Department. She/he will support activities between the Program department/functions in RED and local partners</p>	
3. AUTHORITY	
<p>Actively works within the assigned task</p>	
4. KEY WORKING RELATIONSHIPS	
Internal	External
All RED staff	RED's Donors, Partners, INGOs, Communities
5. MAIN AREAS OF RESPONSIBILITY	
Key responsibilities / accountabilities	Key performance indicators
<ol style="list-style-type: none"> 1. Is responsible for program/project administration and reporting 	<ul style="list-style-type: none"> ▪ A good filing system of program/project's report and documents is maintained and updated

	<ul style="list-style-type: none"> ▪ Contact database is set up, maintained and updated ▪ Program Dept's leave plan and work plan are set up, maintained and updated ▪ Requested Program/project's documents and communication are translated in high quality and in a timely manner ▪ Good quality interpretation is provided as needed ▪ Project's monthly updates and quarterly reports are compiled and written timely and properly ▪ Logistics, administrative arrangements and taking minutes for national trainings are handled with good quality ▪ Meetings, travel, and other administrative tasks are efficiently planned and executed
<p>2. Provides assistance to the Program/project's activities</p>	<ul style="list-style-type: none"> ▪ Requirement for assistance is satisfied to ensure the good functioning of the theme ▪ Facilitate contracted consultants ▪ Follow up discussion with stakeholders on the national activities ▪ Facilitate for the national capacity building activities with project partners ▪ Maintain the relationship ▪ Provide support for the implementation of projects.
<p>3. Coordinates and communicates Program/project activities</p>	<ul style="list-style-type: none"> ▪ A regular and effective communication among related stakeholders is maintained ▪ Information regarding the progress and operation of programme activities are updated and informed to relevant people and functions ▪ Provide supports for national partners in implementing the agreed plan. ▪ Share Program/project's reports within team members and circulate relevant documents with other functions and

	departments
4. Support program monitoring and evaluation	<ul style="list-style-type: none"> ▪ Regular monitoring and evaluation are supported to ensure local partners implement activities as the planned ▪ Lessons learnt are synthesized, documented and available for sharing ▪ Project review activities are well coordinated and the recommendations are followed up
5. Involves in donor servicing (if applicable)	<ul style="list-style-type: none"> ▪ Donors and visitors receive sufficient information and well support ▪ Follow up activities related to donor's visit is conducted
6. Support to maintain partnership at national level	<ul style="list-style-type: none"> ▪ Participate in meetings with national partners ▪ Support coordinating and communicating with national partners in implementation of project activities ▪ Follow up agreed actions with partners ▪ Sharing relevant information with partners and circulate information and documents among Theme.
7. Other	<ul style="list-style-type: none"> ▪ Other tasks as assigned by line manager are well performed
6. QUALIFICATIONS REQUIRED	
Education <ul style="list-style-type: none"> ▪ University degree in social science or relevant field 	Work experience <ul style="list-style-type: none"> ▪ At least 1 year relevant working experience ▪ NGO working experience is preferable
Technical knowledge/skills <ul style="list-style-type: none"> ▪ Interpretation and translation ▪ Expertise on participatory ▪ Project management cycle ▪ Report and proposal writing skills 	
Language <ul style="list-style-type: none"> ▪ Intermediate level of English 	

Attitude

- Patient, friendly, helpful and detail focus

Adherence to:

- Rights-based approach
- Poverty and injustice eradication
- Gender equality

Competencies	Level	Required	Preferred
Accountability	2	✓	
Organisational understanding	1	✓	
Culture responsiveness	1	✓	
Planning & organising	2	✓	
Influence	1	✓	
Networking	2	✓	
Visioning and alignment	1	✓	
Strategic thinking	1	✓	
Initiative	2	✓	
Delegation	1	✓	

(The competency level is ranked highest at “4” and lowest at “1”)

Approved & Signed

Agreed & Signed

Executive Deputy Director

(Employee)

For Program

Date:

Date:

Verified

Approved

Deputy Director for HR & Finance

Director

Date:

Date: