

## **JOB DESCRIPTION**

### **JOB TITLE**

**Sponsor Relations Supporter (SR Supporter, 06-month contract)**

### **ROLE**

To play a supporting role to the Child Sponsorship Manager in being responsible for the good performance of the daily tasks in an effective manner to ensure the SR operational performance standard is met and team objectives can be achieved with good outcome and best practice with the overall objective of improving the well-being of children in Vietnam.

### **REPORTING STRUCTURE / RELATIONSHIPS**

The SR Supporter reports to the Child Sponsorship Manager.

The SR Supporter is responsible to ensure SR reporting requirements are met to provide accurate and updated information at the reporting time.

The SR Supporter works closely with the Child Sponsorship Manager, SR Officers, Program Team and Support Team in Hanoi.

The SR Supporter liaises with the SR team of ChildFund Australia in Sydney and ChildFund International.

### **RESPONSIBILITIES**

#### **Partnership**

- liaise with child-focused organizations for networking for the best practice as needed

#### **Sponsorship Relations**

- work closely with SR team members to ensure the good implementation of Quality control and Performance Development plan
- be responsible for good performance of the SR daily operations through
  - ensuring good quality of sponsorship correspondence, good record of relevant management tools and systems within ChildFund regulations
  - ensuring other sponsorship information and tasks being timely processed, updated and forwarded to the relevant parties
  - arranging occasional visit, facilitation and supervision of sponsor visits as per ChildFund policy

- supervising SR Volunteer team and other support services in professional manner following ChildFund's regulations and policies on quality and confidentiality
- ensuring monthly payments are arranged on time
- ensuring physical and computer files and other records and equipment to be secured, confidential, accountable and efficient management of information about enrolled children and sponsors
- Other support tasks up on request such as child narrative process, Child Progress Report, information validation...

### **Children's Activities**

- support the implementation of sponsorship promotional activities to encourage child participation and strengthen the meaningful relationship between children & sponsors

### **Organizational Development**

- provide support to other sectors of ChildFund's program where appropriate upon request
- with team member to assist the Manager in the development of ChildFund's SR policies and strategies in Vietnam

### **Capacity Building and Technical Support**

- in coordination with SR Supporter conduct training on child sponsorship procedures as required with new team members
- provide regular technical support in areas of child sponsorship through occasional visits and contact with field staff, local volunteers and partners

### **Relationship Building & Representation**

- participate in external workshops and other meetings relevant to ChildFund's child-focused and sponsorship activities

### **WORKING CONDITIONS**

This is a Hanoi based, short term position with regular travel to ChildFund's program areas in Vietnam.

The successful candidate will be offered a 5-month contract. Salary will be set according to experience and qualifications, in accordance with ChildFund's salary scale.

Other working conditions and benefits are outlined in ChildFund's HR, PDR and Operations Manuals.

**PERSONAL QUALITIES, QUALIFICATIONS & EXPERIENCE**

**E = essential, D = desirable**

**Knowledge**

|   |   |
|---|---|
| Have basic knowledge on development field | D |
| Understanding the sponsorship works       | D |

**Skills**

|  |   |
|--|---|
| Excellent interpersonal and communication skills                             | E |
| Excellent written and spoken English and Vietnamese                          | E |
| Good translation and interpretation skills (English/Vietnamese)              |   |
| Flexible, effective team work and interpersonal skills                       | E |
| Excellent computer and typing skills   | E |
| Ability to use some other languages (i.e.: French, Chinese...) is preferable | D |

**Experience**

|  |   |
|--|---|
| Minimum 1-2 years experience in administrative area in a medium sized organization | E |
| Effective communication with internal and external customers/partners              | E |
| Working effectively with and through others  | D |
| Previous experience working for an INGO is preferable                              | D |

**Abilities/Qualities**

|  |   |
|--|---|
| Dynamic, creative thinker, hard-working, well-organized and systematic | E |
| Ability to handle multiple tasks and high workload                     | E |
| High team work spirit  |   |
| Being committed in administrative type of work                         | E |

**Attitudes**

|  |   |
|--|---|
| Willing to take regular field trip         | E |
| Commitment to the aims of ChildFund        | E |
| Discreet and respectful of confidentiality | E |

**Qualifications**

|                          |   |
|--------------------------|---|
| University qualification | E |
|--------------------------|---|