

JOB DESCRIPTION

JOB TITLE

Sponsor Relations Officer (SR Officer)

ROLE

To play a supporting roles 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 achieve with good outcome and best practice with the overall objective of improving the well being of children in Vietnam.

REPORTING STRUCTURE / RELATIONSHIPS

The SR Officer reports to the Child Sponsorship Manager.

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

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

The SR Officer liaises with SR team of ChildFund Australia and ChildFund Alliance;

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
 - being responsible for arrangement 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 physical and computer files and other records and equipment to be secured, confidential, accountable and efficient management of information about enrolled children and sponsors
- ensure the prompt completion of pre-sponsor materials (Data entries, Child stories/ child narratives, child photos etc), and maintain updated copies of all relevant materials according to ChildFund procedures
- assist the Manager to ensure Child Sponsorship's strategic plan is met through affiliation and disaffiliation process by ensuring the sufficient logistical supports for the child enrolments and child graduation process in line with standards and plans of ChildFund
- other support tasks upon request...

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 Officers 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, full-time position with occasional travel to ChildFund's program areas in Vietnam.

The successful candidate will be offered a two-year 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 E
Understanding the sponsorship works D

Skills

Excellent interpersonal and communication skills E
Excellent written and spoken English and Vietnamese E
Good written and spoken German or French E
Good translation and interpretation skills E
Excellent computer and typing skills E

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 E
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 (major of English, Germany and French is preferable) E