

JOB DESCRIPTION

Action on Poverty in Vietnam

Head of Operations

Effective date: May 2022
Contract type: Full-time fixed-term contract (renewable)
Location: Hanoi office
Reports to: Asia Regional Director/Country Director

1. Work Context

Action on Poverty (AOP), previously known as the Australian Foundation for the Peoples of Asia and the Pacific (AFAP), is an independent, secular, fully-accredited Australian non-profit organisation. AOP empowers local changemakers to break the cycle of entrenched poverty in some of the poorest communities in Africa, Asia and the Pacific. From teaching an Ethiopian family to grow their own food to sending Cambodian girls to school, we target communities with their own vision for change, and help them make the largest impact possible.

We have worked in Vietnam since 1989 and proudly registered as the first Australian NGO in the country in 1996. Our programs focus on health improvement, income generation, good governance, social monitoring, food security and climate resilience enhancement. By partnering with a broad range of stakeholders, including governmental authorities, CSOs and local communities, AOP has supported thousands of vulnerable and disadvantaged people living across 20 provinces in Vietnam.

AOP in Vietnam is looking for an Head of Operations to provide overall leadership and management on operations and finance functions and support the strategic direction of AOP in Asia.

2. Job Purpose

The Head of Operations will be responsible for management and compliance of all operational, procurement, administration, and financial aspects of the organisation in close coordination with the Asia Regional Director.

The position will manage Operations and Finance team in Hanoi office and provide multi-faceted, comprehensive services to other offices (including project offices in Vietnam) and its staff.

The position is also a key part of a management team and oversees high-level HR duties, such as attracting talent and setting training standards and hiring procedures. S/he also works with HR and Operation Officer to analyse and improve organizational processes, and work to improve quality, productivity, and efficiency.

3. Authority

The position has autonomy to make decisions related to all assigned activities within the areas of assigned responsibilities.

The position will report to Asia Regional Director and be expected to work closely with Chief Operating Officer in Australia, management team members and request support from other staff to ensure activities are implemented effectively and to a high standard.

4. Key Work Relationships

Internal	External
<ul style="list-style-type: none">• Hanoi-based Finance/Operations/HR team• Sydney based Finance/Operations team• Ho Chi Minh City-based staff• Other staff of AOP in Vietnam	<ul style="list-style-type: none">• AOP's partners and international staff• Service suppliers and contractors• Governmental officials• International and Vietnamese NGOs

5. Main Areas of Responsibility

Key Responsibilities	Specific Tasks
1. Operations management	<ul style="list-style-type: none">• Improve the operations and ensure office systems run smoothly and adhere to AOP policies, including but not limited to day-to-day office operations system, cloud-based filing and collaboration systems, libraries, calendars, videoconferencing system;• Manage and develop the skills of six staff in finance and operations.• Ensure streamlined, timely and adequate integration of finance and operations procedures to ensure effective and supportive program activities.• Manage the procurement, contracting, and accurate and timely payment of staff, consultants, and external vendors.• Ensure timely and strong competitive bidding process and ensure proper market assessments to inform cost and negotiated contracts to ensure cost effective implementation.• Work with HR and Operations Officer to support managers and staff in understanding human resources policy, promoting staff growth, and resolving staff issues.• Oversee the provision of an office space and information technology suitable to a high-performance organization;• Ensure other functions receive timely, efficient and appropriate support to work effectively;

2. Finance Management

- Lead the development and implementation of budgets and forecasts analysis, ensuring alignment with programmatic strategies and organisational requirements.
- Manage the creation, improvement and implementation of financial policies and procedures for the organization in line with AOP and customer requirements.
- Work with Finance Manager to prepare and submit all financial reporting documents required by Head office in a precise and timely manner. This includes: predicting cash needs on a monthly basis, maintaining required bank balances, processing wire transfers, completing detailed expense reports, etc
- Establish Standard Operating Procedures for activities, as necessary, for the finance department.
- Maintain excellent records related to bookkeeping, expenses, funds, partnership ventures, that are at all times accurate, substantiated, up to date, sufficiently detailed and prepared for random spot checks by internal audit functions

3. Staff recruitment and team development

- Lead the recruitment process to ensure integrity and merit in all selection procedures while supporting the needs of managers and goals of diversity;
- Recruit and manage an appropriate team to promote a culture of high performance and continuous improvement that values learning and a commitment to quality.
- Facilitate staffing changes including job rotation, relocation, promotion, secondment, additional responsibilities, etc. in close cooperation and consultation with line managers and concerned department directors/heads, which enables staff professional growth and career development.
- Support staff to facilitate recruitment of staff and consultant, including candidate database management;
- Develop and provide induction package to socialise staff to AOP's vision, missions, values, practices and norms.
- Develop, implement and evaluate the performance management system, new staff orientation and on-boarding process; career-pathing program, staff wellness and recognition activities; and professional development policies and training program.
- The position will manage Operations and Finance team in Hanoi office and provide multi-faceted, comprehensive services to other offices (including project offices in Vietnam) and its staff including recruitment and selection, induction, contract management, compensation and benefits, training and development, employee appraisal, and handover process.

- 4. Contract and personnel management**
- Coordinate labour, consultancy and service contracts signing between the incumbents and AOP;
 - Ensure appropriate and timely actions for renewals of contracts, promotions, within-grade increments, and performance evaluations;
 - Develop and implement plans, including timetables, for contract reviews, renewals and terminations; ensures timely notice to staff;
 - Ensure HR processes and issues are handled in accordance with AOP's Admin and Personnel Policy and current local law.
 - Issue labour contracts and relevant annexes in accordance with the Labour Code and current AOP's Personnel Policy;
 - Issue outsourced contracts and ensure follow-up actions are in line with terms of reference and policies of AOP;
 - Manage and maintain contract database properly.
- 5. Administrative support and inputs for HR and organisational development strategy and policies**
- Support staff and other departments to carry out HR-related processes for staff such as policies compliance, travel and per diem, training and development, appraisals, etc.;
 - Promote equity, transparency and consistency in the interpretation, determination and administration of international and local conditions of service, terms of employment, benefits and allowances in accordance with AOP regulations and rules;
 - Advise management team and staff on correct interpretation and application of AOP's Admin and Personnel Policy and procedures and provide counselling as required;
 - Conduct training needs assessment and propose training and development plans.
- 6. Others**
- Contribute to the budget preparation and review process through an analysis of staffing pattern and needs of the office;
 - Participate in management meetings affecting HR planning and management;
 - Other tasks as deemed necessary and appropriate.

6. Required Qualifications

- Education**
- Relevant Degree and/or equivalent professional qualification, preferably in human resources, social sciences or other relevant disciplines e.g. business administration, psychology, international relations;
 - Master degree or additional professional trainings in human resource management is an advantage.

Work experience	<ul style="list-style-type: none"> • At least 5 years of experience in relevant positions; • Practical work experience with INGOs is preferable.
Technical knowledge and skills	<ul style="list-style-type: none"> • In-depth knowledge and understanding of international organisation's human resource policies and procedures; • Thorough understanding of Vietnamese labour law and practices; • Knowledge and proficiency of relevant office technology application and personnel database systems necessary to the human resources unit's core service; • Strong analytical thinking with ability to analyse relationships among several parts of a problem or situation; break down a complex task into manageable parts in a systematic way; recognise several likely causes of events or several consequences of actions; and anticipate obstacles and think ahead about next step; • Ability to oversee, coordinate and perform activities related to personnel administration and systems (recruitment, hiring, retention) and the know-how on human resources training and development, staff budgeting and statistics, salary and benefits administration, and/or other general administration activities; • Excellent interpersonal skills; excellent communicator both orally and written; ability to manage and nurture relationships both internally and externally; • Ability to work effectively within a team and to supervise/coach staff; • Flexibility including a willingness to learn and adapt to new situations; • Willingness to travel to project office(s) on an occasional basis.
Languages	<ul style="list-style-type: none"> • Advanced business English and Vietnamese, both spoken and written.
Attitude	<ul style="list-style-type: none"> • Independent, friendly and helpful
Adherence to	<ul style="list-style-type: none"> • Poverty and injustice eradication • Gender equality • Child-protection

7. How to apply

Interested candidates are invited to submit CV and cover letter in English with the subject line of “**Head of Operations – Full name**” to recruitment@actiononpoverty.org.vn by **20/06/2022**. Kindly be noted that this position is intended for a Vietnamese national and only shortlisted candidates will be contacted.

AOP in Vietnam is an equal opportunity employer and a child-safe organization. AOP does not discriminate on grounds of ethnic origin, race, religious beliefs, age, disability, gender or sexual orientation. All employees, volunteers and interns are required to comply with AOP Policies. The successful candidate will be subject to reference checks, a police check, and a working with children check.