
JOB DESCRIPTION

Position: Socio-Economic Services Team Leader

ROLE OF THE POSITION TO THE PROJECT:

- Establish and manage the socio-economic services of the program to contribute to sustainable development in program area
- Ensure effective coordination with the Financial Services activities of the program
- Ensure the effectiveness, relevance and outreach of the socio-economic activities
- Develop new socio-economic activities by creating new services/products and new partnership according to identified needs.
- Support , train and motivate the socio-economic services team

LINE MANAGER: Operations manager

REPORTING TO: Operations manager

1. Work planning

- Work out the annual strategy and planning for the socio-economic services (objectives, target, indicators, budget...) and prepare annual action plan
- Organize monthly and weekly meetings with the socio-economic team, with the Operations team and with Program management
- Check and validate weekly planning of the socio-economic team
- Supervise the daily activities of socio-economic services (training sessions, partner visits, referral services, pilot project).
- Establish relevant protocols prior to launching projects and proposals on socio-economic activities.

2. Monitoring and Evaluation

- Analyze the actual results vs the target/objectives and find out the chances for improvement of socio-economic services.
- Design and update tools for Monitoring and Evaluation
- Ensure training and use of SMS software by the staff and monitor the final reports
- Cooperate in internal audit by providing data, information and arrange socio-economic team to work with internal auditor.
- Participate in the evaluation of socio-economic services impact on partners.

3. Human resources

- Participate with management to recruit staffs for socio-economic services.
- Organize and train socio-economic team

- Manage the conflicts and motivate the socio-economic team
- Support the team in setting and achieving annual personal goals and performance indicators
- Evaluate the performance of the socio-economic team.

4. Reporting

- Prepare the weekly activity report (figure).
- Prepare the monthly activity report (figure and narrative report).
- Prepare the narrative annual report to contribute to the annual report on operations.
- Participate in the preparation of the narrative and figure report for special events.
- Support the team to prepare planning / feedback / monitoring and evaluation reports for specific pilot tests or project to take stock of the experiments

5. Policy and procedure making, documentation

- Socio-economic needs assessment to ensure the services best meet the needs of the partners
- Prepare and compile training documents
- Update Question and Answers book (promotion of socio-economic services)
- Design and update the policies/ procedures/ forms for the socio-economic services.
- Coordinate with EdM Asia for validations that need to be done (pilot projects, needs assessments, updates of procedures, ...)

6. Communication

- Identify the potential funders for non financial activities and prepare the proposal for fund raising for NFS activities.
- Review and finalize monthly success story.
- Update NFS sections in ACE's website
- Contribute material for the reports for donors (when relevant).

7. Coordination with EDM, local authority and relevant organizations

- Work with local authority at provincial and district level to identify NFS needs for establishment of ACE's NFS activities
- Cooperate with concerning organizations in providing NFS to partners and establish the referral network.
- Cooperate with EDM Asia's NFS Manager in regional and local NFS mission.
- Develop the partnership with local and international organizations to develop the activities of NFS
- Coordinate with different organizations to organize community events (if any)

8. Skills

- Bachelor's degree in Economic & rural development/ Agriculture development.
- At least three year's experience in rural development
- Exposure to both social and business environment

- Experience in preparing and conducting training and activity modules, research or survey questionnaires, policy/ procedures review and development
- Excellent interpersonal and communication skills (both oral and written)
- Strong communication in Vietnamese
- Good in agriculture technique
- Strong leadership management and leadership skill
- Strong conflict and crisis resolution skills
- Strong organisational skills
- Strong team work and team building
- The ability to work under pressure
- Strong skills in Microsoft Office
- Above average skills in establishing networks with other gov't and private organizations, and maintain collaborative partnerships
- Skill to write the reports
- Strong analytical skill
- Excellent planning skill
- Able to work permanently in Dien Bien Province with frequent travel to remote communes