



# JOB DESCRIPTION

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**AFAP Vietnam**

**Operations Officer**

**Effective date:** October 2017

**Location:** Ho Chi Minh City office with possible travels to the fields

**Reports to:** Hanoi-based Operations and Finance Manager

## 1. Work Context

Established in 1968 as The Australian Foundation for the Peoples of Asia and the Pacific Limited (AFAP), our organisation has recently adopted a new name – Action on Poverty (AOP). AOP is a fully-accredited, secular Australian organisation that empowers local changemakers to break the cycle of entrenched poverty in their communities. For nearly 50 years, AOP has successfully worked with local partners to implement cost-effective development programs in 20 countries across Africa, Asia and the Pacific.

AFAP Vietnam is the representative office of AOP. AFAP Vietnam has been working with poor communities in 9 provinces across the country since 1989 and became registered in Vietnam in 1996. Our program focuses on improving health, income generation, good governance, social monitoring, food security and resilience to the effects of climate change. AFAP has developed a solid reputation as a principled, innovative, and pioneering NGO working with a wide spectrum of stakeholders ranging from policy makers and local authorities to civil society organisations (CSOs) and vulnerable communities.

AFAP Vietnam is seeking a well-qualified and experienced Vietnamese citizen for the position of Operations Officer based in Ho Chi Minh City (HCMC).

## 2. Job Purpose

The purpose of this position is to ensure effectiveness and compliance of AFAP Vietnam policies and procedures at HCMC office to ensure efficiency and effectiveness of programs and projects. The incumbent will be the administrative representative and contact point of AFAP Vietnam's Hanoi office with HCMC office.

The position will work closely with the Hanoi-based Operations team of AFAP Vietnam and provide multi-faceted administrative support to HCMC office and its staff including office management, logistical support to programs and projects, procurement and contracts management, HR, financial management and other support.

### 3. Authority

The position has autonomy to make decisions related to all assigned activities within the areas of assigned responsibility, with approval from managers.

The position will report to the Hanoi-based Operations and Finance Manager. The incumbent will also work closely with other staff members to ensure activities are implemented effectively and to a high standard.

### 4. Key Work Relationships

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<b>Internal</b>	<b>External</b>
<ul style="list-style-type: none"><li>▪ Hanoi-based Operations team</li><li>▪ HCMC-based staff</li><li>▪ Other staff in AFAP Vietnam and AOP</li></ul>	<ul style="list-style-type: none"><li>▪ Service suppliers and contractors</li><li>▪ Government officials</li><li>▪ Donors</li><li>▪ Program/Project Partners</li><li>▪ International and Vietnamese NGOs</li></ul>

### 5. Main Areas of Responsibility

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<b>Key Responsibilities</b>	<b>Specific Tasks</b>
<b>1. Office administration</b>	<ul style="list-style-type: none"><li>▪ Handle communication and correspondence between AFAP Vietnam, WMP regional office and local partners;</li><li>▪ Maintain contact, keep updated and report to Hanoi office in terms of HCMC office management;</li><li>▪ Liaise with Hanoi office for signing of contracts;</li><li>▪ Ensure office system runs smoothly according to AFAP Vietnam's policies;</li><li>▪ Provide timely, efficient and appropriate supports to other staff and departments so that they can work effectively;</li><li>▪ Maintain well-arranged office inventories, equipment and assets;</li><li>▪ Maintain well-organised, proper and effective office filing system;</li><li>▪ Oversee the effective provision of administration services;</li><li>▪ Act as a liaison with local partners/service providers.</li></ul>

**2. *Logistical and clerical support to programs and projects***

- Undertake requested logistical arrangements for field trips, workshops, trainings or meetings, including required bookings of flights and accommodation;
- Set up, maintain and update a good filing system of program/project reports and documents;
- Provide effective support to project work as requested including the compilation and management of project proposals, Memorandums of Understanding, reports and correspondences.

**3. *Procurement and contracts management***

- Prepare and coordinate with Hanoi office in all procurement activities of the office, including but not limited to office rental, janitorial service, IT system, office furniture and equipment, repair and maintenance, insurance and other services;
- Monitor list of required procurements for the office, acquire quotations and select the most suitable and competent suppliers and providers within allocated budget;
- Ensure contracts are valid and in line with legal framework and AFAP's requirements;
- Ensure payments and renewals are made on time;
- Ensure procurement are carried out in line with AFAP Vietnam's policies and financial procedures.

**4. *Providing support to Hanoi office in HCMC-based human resources (HR) management***

- Work with Hanoi-based HR staff to facilitate staff and consultant recruitment and HR data management;
- Coordinate labour, consultancy and service contracts signing between the incumbents and Hanoi office;
- Support Hanoi office in Vietnamese visa and work permit facilitation and application for HCMC-based expatriate staff, and oversea visa if required for any staff;
- Support Hanoi office to carry out HR-related processes for HCMC-based staff such as policies compliance, travel and per diem, training and development, appraisals, etc.;
- Provide other necessary support to expatriate staff relating to their relocations and expatriate procedures.

**5. *Providing support in office financial management***

- Prepare monthly budget for administration and plan for administration activities within approved budget;
- Monitor regular expenditure and manage petty cash;
- Make payment on time and appropriately;
- Make and send monthly payment request to Hanoi office for approval.

**6. Liaison with relevant Governmental offices**

- Maintain contacts with related local governmental offices and local partners at appropriate levels;
- Develop and maintain good relationship with key governmental departments, especially PACCOM in HCMC and HUFO.

**7. Others**

- Actively participate in internal and external meetings, i.e. by taking minutes, or preparing and delivering presentations;
- Translate key functionality documents from Vietnamese to English and vice versa, provide English/Vietnamese interpretation services as required;
- Other tasks as deemed necessary and appropriate.

## 6. Required Qualifications

**Education**

- Relevant University Degree and/or equivalent professional qualification, preferably in business administration or English.

**Work experience**

- At least 03 years of experience in relevant positions;
- Practical work experience with INGOs is preferable.

**Technical Knowledge/Skills**

- Office administration and secretarial support;
- Correspondence writing skills;
- Time and workload management skills;
- Budget management skills;
- Experience in procurement activities, liaising with suppliers and contractors, facilitating and managing contracts;
- Excellent relationship skills; excellent communicator both orally and written; ability to manage and nurture relationships both internally and externally;
- Proficiency in Microsoft Suite (Word, Excel, Power Point) and other operational software.

**Languages**

- Advanced business English and Vietnamese, both spoken and written.

**Attitude**

- Detail-oriented
- Diligent, proactive and independent
- Friendly and supportive

**Adherence to**

- Poverty and injustice eradication
- Gender equality