



# JOB DESCRIPTION

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## Action on Poverty in Vietnam

### Operations Intern

**Effective date:** June 2019  
**Duration:** 06 months (extendable), full-time  
**Location:** Hanoi office with possible travels to project areas  
**Reports to:** Operations Officer

## 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.

## 2. Summary

The purpose of this internship is to provide logistical and administrative support to AOP offices in Vietnam in order to maximise its efficiency and effectiveness in fulfilling its program and operational objectives. By working within assigned tasks, the intern will gain in-depth exposure to development sector work (including opportunities to engage in fieldwork and engage in partnership building) and will benefit from direct experience in program cycle management and implementation.

The intern will work closely with the Operations Team of AOP in Vietnam and provide multi-faceted administrative support to its offices and staff including office management, reception and administration, logistical support to programs and projects, procurement and contracts management, translation and interpretation, and other support.

The internship is unpaid. A monthly internship allowance of VND 3,500,000 will be provided.

### 3. Authority

N/A

### 4. Key Work Relationships

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Internal	External
<ul style="list-style-type: none"><li>▪ Operations Team</li><li>▪ Other staff of AOP in Vietnam</li></ul>	<ul style="list-style-type: none"><li>▪ Service providers and contractors</li><li>▪ Other partners and stakeholders of AOP</li></ul>

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### 5. Main Areas of Responsibility

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Key Responsibilities	Specific Tasks
<b>1. Support reception, administration and office management tasks</b>	<ul style="list-style-type: none"><li>▪ Act as a receptionist, handle phone calls and correspondences;</li><li>▪ Maintain well-organised, proper and effective office filing system;</li><li>▪ Support procurement activities and act as a liaison with service providers;</li><li>▪ Participate in organising occasional office events and activities;</li><li>▪ Undertake requested logistical arrangements for field trips, workshops, trainings or meetings, including required bookings of flights and accommodation.</li></ul>
<b>2. Provide support to other departments</b>	<ul style="list-style-type: none"><li>▪ Provide timely, efficient and appropriate supports to other staff and departments so that they can work effectively;</li><li>▪ Provide English/Vietnamese translation and interpretation as required;</li><li>▪ Actively participating in internal and external meetings, ie. by taking minutes, or preparing and delivering presentations;</li><li>▪ Conduct researches including desk reviews, data collection, and preliminary analysis as required;</li><li>▪ Provide effective support to the compilation of office, program and project documents as requested, including correspondences, Memorandums of Understanding, proposals and reports, etc.</li></ul>

- 3. **Demonstrate commitment to improving self-capacity for INGO work**
  - Actively seek and undertake opportunities to improve work knowledge of thematic areas of climate change, sustainable livelihood models, and governance;
  - Actively seek and undertake opportunities to improve capabilities in the use of professional English (written and spoken).
- 4. **Others**
  - Other tasks as deemed necessary and appropriate.

## 6. Required Qualifications

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

- Work experience**
- At least 6 months of relevant experience in reception, administration and operations work is preferable;
  - Experience in the not-for-profit sector is preferable.

- Technical knowledge and skills**
- Good communication skills in Vietnamese and English, both spoken and written;
  - Advanced translation and interpretation skills;
  - Office administration and secretarial support skills are preferable;
  - Proficiency in utilising office software (Microsoft Outlook, Word, Excel, PowerPoint) and the internet; possession of other IT skills is an advantage;
  - Familiarity with AOP's thematic areas of work is an asset.

- Languages**
- Advanced English speaking and writing;
  - Fluent Vietnamese.

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

- Adherence to**
- Poverty and injustice eradication
  - Gender equality
  - Child protection