

TERMS OF REFERENCE
Supporter Care Intern

Position: Supporter Care Intern	Contract duration: From 1 st December 2019 – 1 st December 2020 with possibility of extension
Supervisor: Supporter Care Coordinator (SCC)	Duty station: AAV Hanoi office
Key working relationship: All AAV/AFV staff and Partners	Commencement date: As soon as possible
Working time: Intern is requested to work full time (7.5 hours per day, from Monday to Friday)	Allowance: Following AAV’s cost norms Budget: Operations Department staffing budget

1. General Context

ActionAid is an international development agency whose aim is to end poverty and injustice. Founded in the United Kingdom in 1972, for over 40 years, ActionAid works to support the poorest and most excluded people in 45 countries in Africa, Asia and the Americas. In Vietnam, ActionAid operates in provinces in mountainous and remote regions, in the fields of education, women’s rights, people’s rights to disaster preparedness, climate change, governance.

ActionAid started working in Vietnam since 1989, established its Representative Office in Hanoi in 1992. Since then, it has been focusing the work to end poverty and promote sustainable development in mountainous, remote and difficult regions as well as poor urban areas across Vietnam. ActionAid works in partnership with local partners in different provinces and applies Human Rights Based Approach to its entire work.

In 2019, Supporter Care (SC) team aims to advance Child Sponsorship services and enhance communications/engagement with Vietnamese supporters, which will result in a higher volume of workload for the team. To guarantee the sustainability and improvability of AAV and AFV’s supporter care services, it is highly recommended that the recruitment of a Supporter Care Intern is implemented to support the team.

This TOR is required to identify the area of work, requirements and attached benefits for this position.

2. Deliverables (Performance expectation from the Intern)

- The Intern shall update work progress and report to her/his immediate supervisor on her/his assigned tasks so proper assistance could be provided accordingly
- The Intern shall perform the tasks and carry out her/his obligations in accordance with the scope of work hereunder
- The Intern shall always act as a faithful staff to AAV and AFV and shall at all times support and safeguard AAV and AFV’s legitimate interests in any dealings with third parties.

3. Key tasks

Key responsibilities & accountabilities	Key performance indicators
1. Works under the close supervision of SCO to build and maintain strong relationship with supporters	<ul style="list-style-type: none"> ▪ Under the planned reporting schedule, all communications material for LRPs in charge are well collected and implemented ▪ Supporter’s letters and gifts are well managed ▪ Supporters get updated information about their sponsored child ▪ Supporters’ queries are settled with requirement of quality and deadlines
2. Prepares and monitors communications to supporters for LRPs	<ul style="list-style-type: none"> ▪ With instructions and close guidance by line manager: Welcome letters are well prepared and sent to supporter ▪ Reports and child messages (CM) are checked and dispatched to supporters in accordance with requirements of quality communication plans ▪ Photos of sponsored children are updated to supporters as per the plan agreed with Funding Affiliates (FAs) in advance ▪ Sponsors’ queries are properly and timely solved ▪ CS reports are prepared to FAs and sponsors
3. Manages child sponsorship database system for assigned LRPs	<ul style="list-style-type: none"> ▪ Database of sponsors and child profiles are well managed both with hard copies and software (CS database system) ▪ Child messages, queries, correspondence are logged ▪ Child profile for top up and transfer processing. ▪ Photo updates at Country Programme office processing. ▪ Letter & gifts from sponsor translation. ▪ Child message translation. ▪ Letters and CM merging for mailing. ▪ Other tasks (filling, check child profile data etc.)
4. Safety & Security	<ul style="list-style-type: none"> ▪ The Safety and Security Plan, Procedures and guideline by AAI and AAV are followed. ▪ The safety and security procedures for staff are implemented. ▪ Risks for staff safety and security are timely reported to Security Focal Person or Head of Department.
5. Others	<ul style="list-style-type: none"> ▪ Documents are translated and monitored ▪ Other tasks as assigned by line manager are well performed.

4. Qualifications

- Education (Degrees/certificates required): University degree in social science/ Business management/marketing/economic development or any relevant field.
- Excellent command in Vietnamese and English
- Proficient with Microsoft Office suite including Word, Excel and Power Point
- Interest in humanitarian issues and sound knowledge on poverty reduction strategies/ plan and development issues
- Good understanding of child rights and child related issues
- Attention to details
- Commitment and honesty
- Self-motivating personality

5. Payment (Rate of fee/allowance per working day, insurance provided, time of payment)

- The Intern will receive allowance following AAV’s cost norms, which is VND 220,000 per day, pursuant to AAV’s internship policy (with 7.5 working hours per day); this rate excludes tax.
- The Intern will be covered by the accident insurance at basic level as per AAV’s policy on internship.

6. Other benefit and responsibilities

- AAV will write reviews and acknowledge after the collaboration period of the Intern with AAV if s/he meets the requirements of AAV and at her/his request to apply to other organizations.
- The Intern is expected to follow the Intern Policy and other related policies of AAV.
- The Intern is required to keep all information and data of AAV and AFV confidential and for internal use. If s/he discloses such information to a third party outside AAV and AFV, s/he will be responsible for that loss of intellectual property and her/his contract will be terminated immediately by AAV.

Prepared by

Endorsed by

Reviewed by

Approved by

SC Coordinator

Operations Director

Operations Executive

Country Director