



JOB DESCRIPTION

Action on Poverty in Vietnam

Human Resource and Operations Manager

Effective date: March 2021
Contract type: Full-time fixed-term contract (renewable)
Location: Hanoi office
Reports to: Asia Regional Director

1. Work Context

Established in 1968 as The Australian Foundation for the Peoples of Asia and the Pacific Limited (AFAP), our organisation has 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.

AOP in 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. AOP 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.

2. Job Purpose

The purpose of this position is to provide overall leadership to Operations, Human Resources Management, Organizational Development functions and support the strategic direction of AOP in Vietnam.

The position will manage HR and Operations team in Hanoi office and provide multi-faceted, comprehensive HR services to other offices (including headquarter office in Australia) and its staff including recruitment and selection, induction, contract management, compensation and benefits, training and development, employee appraisal, and handover process.

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 Asia Regional Director. The incumbent is 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 Operations/HR team▪ Sydney based Operation 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 and HR 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;▪ Actively seek and propose adoption of new and suitable IT solutions and relevant tools, application and software that improves operations and collaboration system, promotes productivity and minimise workload/manual work for all staff;▪ Manage operations team to organise and prepare logistical arrangements for office events, workshops, trainings or meetings, field trips;▪ Other departments receive timely, efficient and appropriate support to work effectively. |
| 2. Staff recruitment and team development | <ul style="list-style-type: none">▪ 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.▪ Manage the offices' administrative and technical needs for professional officers, general service and temporary staff by implementing and administering effective and speedy recruitment procedures;▪ 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.

3. *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;
- Update relevant information for AOP's Admin and Personnel Policy and prepares annual HR report;
- 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.

4. *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.

5. *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

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| Education | <ul style="list-style-type: none">▪ 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 |

7. How to apply

Submit CV and cover letter in English with the subject line of “**HR & Operations Manager – candidate full name**” to recruitment@actiononpoverty.org.vn Please note that this position is intended for a Vietnamese national. Applications will be reviewed on a rolling basis and the position will remain open until filled. Early applications by **22 March 2021** are strongly encouraged. While we appreciate all responses, only shortlisted candidates will be contacted.