

Job Description

Effective: March 2021

HEAD OF PRODUCTS AND SERVICES (Head of Program)

Based in Hanoi, Vietnam

Role Summary

The strategic goal of Action on Poverty in Asia is to be a reliable shared value partner in implementing innovative and impactful development products in Vietnam and Asian countries. Being Head of Products and Services, the role will ensure effective process and quality in designing, developing, and delivery of products/services.

The role will lead and manage the Products and Services department of AOP's regional office, which is responsible for project and service implementation and quality assurance, development and sustainability of self-reliant models, and Research, Development, and Demonstration (RD&D) of new products.

As one of key managers, the role will shape the vision and drive growth, lead cross-functional teams and deliver impact following the AOP's Asia Regional Strategy 2020-2025. It will suit someone with a *"business mind but a social heart"*, who is keen to play a leading and transformational role in a not-for-profit organization, and who is equally as comfortable working with and/or within disadvantaged communities, government decision-making bodies, and the private sector.

Responsibilities

- ✓ **Lead:** Develop and maintain the team's vision in collaboration with Regional Program Manager/Regional Director to build, strengthen and deploy specialised teams as well as generalist staff within your department for maximum efficiency and effectiveness; inspiring creativity and a commitment to continuous improvement.
- ✓ **Manage:** Ensure delivery of departmental OKRs, monitor for and address workflow and quality issues as they arise, and interface and coordinate between departments, product teams, and relevant stakeholders.
- ✓ **Develop:** Investigate, manage product planning with development teams and ensure products are high quality and meet the market and potential shared value partners' requirements.

- ✓ **Deliver:** Assume responsibility for quality, timeliness, and customer satisfaction in products and services; build capacity for product and project-cycle management, and be capable of spearheading key initiatives and tasks.
- ✓ **Connect:** Promote a sense of purpose, collaboration and learning within your Department and across the Organization; and engage with partners, customers and the wider market in service of departmental and organisational goals.

Qualifications

Minimum

- ✓ 5+ year's experience in development or private sector, particularly in project and/or product and service delivery and cycle management roles
- ✓ Deep understanding of Vietnam and regional development contexts, and context-appropriate development approaches
- ✓ Passion for and demonstrated success in innovation and design thinking
- ✓ Proven experience in growing and leading successful, cross-functional teams
- ✓ Competence in manage risk and uncertainty for self and team within a dynamic priority-setting environment
- ✓ Confidence in fieldwork as well as partner (government and private sector) engagement
- ✓ Commitment to structural poverty eradication, gender equality and child protection
- ✓ Outstanding communication skills both verbally and written, in both English and Vietnamese

Desired

- ✓ Relevant higher education qualifications
- ✓ In-depth knowledge in development sector, market trends and issues
- ✓ At least one successful product or service RD&D example
- ✓ Ability to thrive in dynamic, fast-paced environments
- ✓ Solution-focused approach and commitment to continuous improvement

Eligibility

- ✓ Willingness and ability to travel frequently
- ✓ Police & Working with Children Check
- ✓ Ability to live and work in Hanoi, Vietnam

What we offer

- ✓ Comprehensive compensation and benefits package

- ✓ A flexible work environment and schedule
- ✓ Generous vacation and family leave
- ✓ Excellent medical insurance coverage
- ✓ A culture eager to become stronger through diversity of all forms

How to apply

Submit CV and cover letter in English with the subject line of “**Head of Products & Services – 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.

About us

Established in 1968 as The Australian Foundation for the Peoples of Asia and the Pacific Limited (AFAP), Action on Poverty (AOP) is a fully-accredited, secular Australian organisation that empowers local changemakers to break the cycle of entrenched poverty in their communities. For 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 is the representative office of AOP. AOP in Vietnam has been working with poor communities in 9 provinces across the country since 1989 and was 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.

AOP's Mission is: *To empower local changemakers to break the cycle of poverty in their communities*

AOP's Vision is: *For all people to transcend the injustice, indignity, and inequality of entrenched poverty*

As per AOP Vietnam and Asia's 2020-2025 Strategy, its core business is: *Shared Value Partnerships, Sustainable and inclusive livelihoods, Self-reliant social enterprise, Product development & asset building, Project management services*

AOP in Vietnam and Asia's 5-year goal is: *To be an efficient and effective shared value partner in implementing innovative and impactful development products in Vietnam and Asian countries*

AOP is an equal opportunity employer and does not discriminate on grounds of ethnic origin, race, religious beliefs, age, disability, gender or sexual orientation. All employees, volunteers and interns are required to comply with AOP Policies. In line with AOP's Child Protection Policy, the successful candidate will be required to provide referee details and undertake a police check.