

actionaid Job Description and Person Specification

Job Title:	PARTNERSHIP PREMIUM SERVICES		PPS
Directorate:	Operations	Job Family:	Resource Mobilization Management
Reports to:	Head of Strategic Partnership Development	Grade:	Grade 4
Location:	Head office with regular travels to the field and internationally as required		
Direct Reports:	None		
Role Overview			
<p>Being a Champion of the Child Sponsorship (CS) system, managing CS database system and providing technical support to Child Sponsorship field staff and Supporter Care (SC) members to ensure the quality of the Child Sponsorship programme. Equipping CS volunteers with good comprehension on Child Sponsorship mechanism, operational procedures, manuals and guidelines to deliver high quality and timely SC services to donors and assigned LRPs.</p> <p>The Partnership Premium Services (PPS) is responsible for delivering quality and timely Supporter Care services and support to expatriate, supporters and staff of assigned LRPs. She/he provides support in promoting organizational representation and Governance development through local sensitization in accordance with Child Sponsorship Policy, Child Protection Policy and relevant OSS guidelines, preparing and submitting the inputs for the process of start-up appraisal and phase-out in LRPs'. The role is required to calculate LRP's CS costs and recommend on the usage of funding and annual plan of assigned LRPs.</p> <p>She/he also participates in local fundraising programme to diverse funding for AAV/AFV and mobilize resources from local sponsors to support AAV in achieving its CSPVI. The role is responsible for consulting other staff in handling child right related issues in accordance with ActionAid Child Protection policy.</p>			
Role Accountabilities			
Key Accountabilities/ Responsibilities:	Activities		
<p>[1] Ensures quality and timely delivery of Supporter Care services and technical support to expatriate, Vietnamese supporters and staff of assigned LRPs</p>	<ol style="list-style-type: none"> 1. All communications and correspondences including child profiles, standard communications, photo updates, welcome and transfer packages, queries and reports under her/his responsibilities are prepared, managed, and dispatched timely. 2. All Child Sponsorship (CS) documents including child profiles, supporters, supporter's gifts are managed and kept up to date to response to supporters in accordance with OSS guidelines and AAV's procedures. 3. Supporters have good comprehension about the progress and quality of AAV's programmes. 4. CS tasks are assigned to LRP focal persons with clear instruction and coaching. 5. Technical support and input are provided for CS related activities. 6. Child withdrawal is well managed to ensure a sustainable linking level for of LRPs. 		

act:onaid Job Description and Person Specification

<p>[2] Participates in promoting organizational representation and Governance development and the process of start-up appraisal and phase-out in LRPs'</p>	<p>7. Representation of ActionAid in Project Areas is promoted by conducting LRP and community sensitization in accordance with Child Sponsorship Policy and OSS guidelines.</p> <p>8. Field visits are conducted for LRP assessment.</p> <p>9. LRP start-up appraisal documents and phase-out plan are prepared, consolidated and submitted to relevant partners and Funding Affiliates at least 3 years ahead (in case the LRP is phased-out); Phase-out reports are dispatched to supporters following the requirements of deadlines and quality.</p> <p>10. New child profiles from a new LRP are collected and uploaded onto NK; child messages are collected and handled for the transfer process.</p> <p>11. Withdrawals and transfers are conducted on NK in timely manner, following with transfer packs sending to supporters under guidance from Funding Affiliates and OSS guidelines.</p>
<p>[3] Provides support for annual planning and budgeting of assigned LRPs</p>	<p>12. LRP's CS costs are calculated and informed to Manager, Finance Compliance (External) and LRP partners.</p> <p>13. Recommendations and inputs are provided on the usage of funding and annual plan of assigned LRPs.</p>
<p>[4] Provides support for managing of Child Sponsorship database system of assigned LRPs and maintains updated information on CS system</p>	<p>14. Database of sponsors and child profiles are managed with hard copies and software for both Vietnamese and expatriate supporters.</p> <p>15. Database reports is sent to Country Programme's focal and regional focal for problem solving or software upgrading.</p> <p>16. Standard communications, queries, correspondences, and other outstanding items are logged off and responded on CS data management system in time.</p> <p>17. Information and sharing are updated on CS data management system in a timely and quality manner without outstanding items.</p>
<p>[5] Promotes international networking with other Country Programmes (CPs)</p>	<p>18. Participation in regional and international workshops and trainings are guaranteed.</p> <p>19. Information and ideas learnt from internal (national) and external (other CPs) are documented and shared with fundraising team, other AAV's functions and LRPs, other CPs at regional and international level,</p>
<p>[6] Provides capacity building on Supporter Care and development issues</p>	<p>20. AAV staff/volunteers and LRP partners have good comprehension on the importance of Child Sponsorship and local fundraising, including mechanism, operational procedures, manuals, and guidelines.</p> <p>21. AAV's staff and LRP partners receive technical support in handling child right related issues and managing child-focused activities.</p>
<p>[7] Corporate Responsibilities</p>	<p>22. Participation in relevant tasks assigned is ensured to support the operation of the Aid for social protection program Foundation Vietnam (AFV), the strategic partner of AAV, and to strengthen the representation of ActionAid Vietnam in the nationalization process.</p> <p>23. The Safety and Security Plan, Procedures, and guidelines by AAI and AAV are followed by all AAV staff; any potential risks for staff safety and security are timely reported to Security Focal Person or Head of Department.</p>

act:onaid Job Description and Person Specification

	24. Other tasks as assigned by line manager are well performed.	
Key Relationships to reach solutions		
	Internal (to ActionAid or team)	External
	<ul style="list-style-type: none"> • Operation Director (OD), Head of Strategic Partnership Development (HoSPD), Manager, Finance Compliance (Internal & External), Manager, Programme Development, all AAV&AFV staff, CS volunteers. • International and (Asia) regional focal persons of the objectives in charge. 	<ul style="list-style-type: none"> • Fundraising prospects, donors, AAV and AFV's partners, government officials, INGOs, children, communities, and service suppliers.
Person Specification		
Education & Certifications	<ul style="list-style-type: none"> ▪ University degree in social science, marketing, economic development, or any relevant field 	
Experience	<ul style="list-style-type: none"> • At least 2 years relevant working experience in supporter service or child rights • Experience of working within a multi-cultural team 	
Essential knowledge and skills	<ul style="list-style-type: none"> • Demonstrable report-writing skills • Understanding of child rights, human rights, poverty, and development issues • Experience in supporter care, marketing, and communication • Attention to details • Able to complete complex and repetitive tasks with minimal errors • Knowledge of relational databases • Ability to work to deadlines, under pressure, on own initiative 	
Others	Adherence to: <ul style="list-style-type: none"> • Human Rights Based Approach • Poverty and injustice eradication • Gender equality 	

This job description covers the main task and conveys the spirit of the sort of tasks that are anticipate proactively from staff. Other tasks may be assigned as necessary according to organizational needs

It is part of every staff member's responsibility to contribute to AAI's mission and comply to AAI's values, which are: Mutual respect, Equity and Justice, Honesty and transparency, Solidarity with the poor, Courage of conviction, Independence, Humility