

# act:onaid Job Description and Person Specification

<b>Job Title:</b>	<b>PARTNERSHIP CORPORATE SERVICES</b>		PCS
<b>Directorate:</b>	Operations	<b>Job Family:</b>	Resource Mobilization Management
<b>Reports to:</b>	Head of Strategic Partnership Development	<b>Grade:</b>	Grade 4
<b>Location:</b>	Head office with travels to the fields and internationally as required		
<b>Direct Reports:</b>	None		
<b>Role Overview</b>			
<p>Being a member of Partnership Development team, supporting the Head of Strategic Partnership Development to develop, monitor and evaluate appropriate tactics for supporter development and corporates partnership development programmes in Vietnam. She/he participates in developing and managing a comprehensive, growing and sustainable fundraising programme to generate net income and increase the base of regular supporters targeting Vietnamese individuals and corporates.</p> <p>The Partnership Corporate Services (PCS) is responsible for participating in developing strategy, plans and marketing materials for supporter recruitment programme in accordance with AAV/AFV's Child Protection policy. She/he is required to take day-to-day responsibility and involve in monitoring and evaluating the implementation of supporter recruitment programme. The role is responsible for establishing strategic partnership with Corporate to solicit and diversify income sources for AAV/AFV, as well as support AAV/AFV's contract management process.</p> <p>Additionally, she/he supports coordinating and providing capacity building on Supporter Care and Corporate Partnership Development issues. The role is in charge of all tasks are delivered to raise the profile of ActionAid Vietnam and AFV among the general public with a view to increasing brand recognition.</p>			
<b>Role Accountabilities</b>			
<b>Key Accountabilities/ Responsibilities:</b>	<b>Activities</b>		
<b>[1] Participates in developing strategy, plans and marketing materials for supporter recruitment programme</b>	<ol style="list-style-type: none"> <li>1. AAV's target donors and sponsors are scoped and screened to provide insight for strategy development of the supporter recruitment programme.</li> <li>2. Detailed plan and budget for supporter recruitment activities are developed and regularly reviewed to ensure they are against the target plan.</li> <li>3. Liaison with graphic designers and printers is maintained to ensure that marketing products are produced in timely, quality, and cost-effective manners, then distributed in an effective manner to prospects, supporters, and relevant parities.</li> </ol>		
<b>[2] Takes day-to-day responsibility and involve in monitoring and evaluating the implementation of</b>	<ol style="list-style-type: none"> <li>4. Necessary coordination is made across many internal teams as well as external partners for the operations and implementation of AAV's local fundraising programme is delivered to brief, on time, within agreed budget, align with AAV's commitment to AAI to make sure targets of supporter recruitment and retention are achieved.</li> <li>5. Direct supervision and coordination are carried out to ensure the formation of recruitment sites and successful implementation of recruitment campaigns/events.</li> </ol>		

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<p><b>supporter recruitment programme</b></p>	<ol style="list-style-type: none"> <li>6. Financial aspects of business case are monitored and evaluated to measure sales, income, expenditure, and ROI.</li> <li>7. Information and sharing are updated on SRM in a timely and quality manner. And technical inputs are provided for handling sponsors queries and requirements.</li> <li>8. Markets reviews are well conducted to collect feedbacks from supporters and relevant stakeholders. Base on markets review, inputs/recommendations are provided to refine on future direction of the business steps of supporter care and development and supporter recruitment activities.</li> </ol>
<p><b>[3] Establishes strategic partnership with Corporate to solicit and diversify income sources</b></p>	<ol style="list-style-type: none"> <li>9. AAV's networks are developed in the philanthropy and business sectors and increase awareness and visibility of AAV and its work.</li> <li>10. Donor scoping and meetings with donors are regularly conducted for donor influencing and building relationship</li> <li>11. Proposals are prioritized, developed, prepared to send to the donors each year based on fully researches and gathering related information.</li> <li>12. Contract value is well negotiated to ensure the compliance with AAV's direction and priority.</li> <li>13. Quality reports are submitted to sponsors and donors within the reporting deadlines and in accordance with sponsors' and donors' requirements.</li> <li>14. Information and sharing are updated on CMS, MnE and SharePoint in a timely and quality manner.</li> </ol>
<p><b>[4] Supports for AAV's contract management and corporates partnership development</b></p>	<ol style="list-style-type: none"> <li>15. Coordination in implementation of AAI policies and guidelines related to the corporate partnership development is carried out.</li> <li>16. Supports for programme staff are provided to monitor and manages corporate partnership project implementation through the establishment and followed-up of project accountability systems.</li> <li>17. MOUs and contracts management are supported by setting up relations with Corporates and signing agreements for launching Supporter Development Programme in Vietnam.</li> </ol>
<p><b>[5] Coordinates and provides capacity building on Supporter Care and Corporate Partnership Development issues</b></p>	<ol style="list-style-type: none"> <li>18. AAV staff/volunteers and LRP partners have good understanding on Local Fundraising and Corporate Partnership mechanism, operational procedures, manuals, and guidelines.</li> <li>19. Training modules are developed and updated for CPD teams on regular basis.</li> </ol>
<p><b>[6] Promotes international networking with other Country Programmes (CPs) and Funding Affiliates (FAs)</b></p>	<ol style="list-style-type: none"> <li>20. Participation in regional and international workshops and trainings are guaranteed.</li> <li>21. 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.</li> </ol>
<p><b>[7] Corporate Responsibilities</b></p>	<ol style="list-style-type: none"> <li>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.</li> </ol>

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	<p>23. The Safety and Security Plan, Procedures, and guideline by AAI and AAV are followed and implemented. Risks for staff safety and security are timely reported to Security Focal Person or Head of Department.</p> <p>24. Other tasks as assigned by line manager are well performed.</p>
Key Relationships to reach solutions	
<i>Internal (to ActionAid or team)</i>	<i>External</i>
<ul style="list-style-type: none"> <li>• Operation Director (OD), Head of Strategic Partnership Development (HoSPD), Manager, Finance Compliance (Internal &amp; External), Manager, Programme Development, all AAV&amp;AFV staff, CS volunteers.</li> <li>• International and (Asia) regional focal persons of the objectives in charge.</li> </ul>	<ul style="list-style-type: none"> <li>• Fundraising prospects, donors, AAV and AFV's partners, government officials, INGOs, children, communities, and service suppliers.</li> </ul>
Person Specification	
Education & Certifications	<ul style="list-style-type: none"> <li>• Bachelor's degree in social science, marketing, economic development or any relevant field</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• At least 2 years relevant working experience in customer/supporter relation or marketing sector</li> </ul>
Essential knowledge and skills	<ul style="list-style-type: none"> <li>• Ability to work to deadlines, under pressure, on own initiatives</li> <li>• Solid understanding and experience in project management for an integrated marketing campaign, direct marketing</li> <li>• Ability to build strong relationships, based on mutual respect and trust, and ensure that the relationship thrive under pressure</li> <li>• Robust, confident, 'can-do' attitude that thrives on challenges and calm under pressure</li> <li>• Proven experience of monitoring, reporting, and forecasting against plans and budget</li> <li>• Excellent written and verbal communication skills</li> <li>• Analytical experience to clarify and resolve queries</li> <li>• Relevant direct marketing experience</li> </ul>
Language	<ul style="list-style-type: none"> <li>• Advanced level of English and Vietnamese</li> <li>• A second language relevant to the country of work such as Spanish, Italian, Swedish, Greek, etc. is an advantage</li> </ul>

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, AAV's competencies which are: Mutual respect, Equity and Justice, Honesty and transparency, Solidarity with the poor, Courage of conviction, Independence, Humility